



Naval Education and  
Training Command

NAVEDTRA 82620  
January 1995  
0503-LP-480-4100

Nonresident Training  
Course (NRTC)

# Navy Counselor (Recruiter) 1 & C

Only one answer sheet is included in the NRTC. Reproduce the required number of sheets you need or get answer sheets from your ESO or designated officer.

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PENSACOLA FL 32509-5237

21 July 98

ERRATA 1  
Stock Ordering No.  
0503-LP-480-4101

Specific Instruction and Errata for  
Nonresident Training Course

NAVY COUNSELOR (RECRUITER) 1 & C, NAVEDTRA 82620

1. No attempt has been made to issue corrections for errors in typing, punctuation, etc., that do not affect your ability to answer the question or questions.
2. To receive credit for deleted questions, show this errata to your local course administrator (ESO/scorer). The local course administrator is directed to correct the course and the answer key by indicating the question deleted.
3. Assignment Booklet, NAVEDTRA 82620

Delete the following questions, and leave the corresponding spaces blank on the answer sheet:

Questions

3-51  
5-31  
6-48

# NAVY COUNSELOR (RECRUITER) 1 & C

NAVEDTRA 82620

Prepared by the Naval Education and Training Program Management  
Support Activity, Pensacola, Florida

Congratulations! By enrolling in this course, you have demonstrated a desire to improve yourself and the Navy. Remember, however, this self-study course is only one part of the total Navy training program. Practical experience, schools, selected reading, and your desire to succeed are also necessary to successfully round out a fully meaningful training program. You have taken an important step in self-improvement. Keep up the good work.

## HOW TO COMPLETE THIS COURSE SUCCESSFULLY

**ERRATA :** If an errata comes with this course, make all indicated changes or corrections before you start any assignment. Do not change or correct the Training Manual (TRAMAN) or assignments in any other way.

**TEXTBOOK ASSIGNMENTS:** The TRAMAN for this course is *Navy Counselor (Recruiter) 1 & C*, NAVEDTRA 12620. The TRAMAN pages that you are to study are listed at the beginning of each assignment. Study these pages carefully before attempting to answer the questions in the course. Pay close attention to tables and illustrations because they contain information that will help you understand the text. Read the learning objectives provided at the beginning of each chapter or topic in the text and/or preceding each set of questions in the course. Learning objectives state what you should be able to do after studying the material. Answering the questions correctly helps you accomplish the objectives.

**BLACK DOT INFORMATION:** Black dots (●) may be used in the text and correspondence course to emphasize important or supplemental information and to highlight instructions for answering certain questions. Read these black dot entries carefully; they will help you answer the questions and understand the material.

**SELECTING YOUR ANSWERS:** After studying the TRAMAN, you should be ready to answer the questions in the assignment. Read each question carefully, then select the BEST answer. Be sure to select your answer from the subject matter in the TRAMAN. You may refer freely to the TRAMAN and seek advice and information from others on problems that may arise in the course. However, the answers must be the result of your own work and decisions. You are prohibited from referring to or copying the answers of others and from giving answers to anyone else taking the same course. Failure to follow these rules can result in suspension from the course and disciplinary action.

**SUBMITTING COMPLETED ANSWER SHEETS:** Complete all assignments as quickly as possible to

derive maximum benefit from the course. As a minimum, you must submit at least one assignment per month. This is a requirement established by the Chief of Naval Education and Training. Failure to meet this requirement could result in disenrollment from the course.

**TYPES OF ANSWER SHEETS:** If you are a U.S. Navy enlisted member on active duty or a drilling U.S. Naval Reserve enlisted member, you should use the answer sheet attached at the end of this course and follow the instructions in section A below. If you are an enlisted U.S. Naval Reserve member who is not attached to a drilling unit or if you are an officer, a civilian, or a member of the U.S. Army, Air Force, Marine Corps, or Coast Guard, you should use the Automatic Data Processing (ADP) answer sheets included in the course package and follow the instructions in section B.

### A. Manually Scored Answer Sheets

If you are a U.S. Navy enlisted member on active duty or attached to a U.S. Naval Reserve drilling unit, your course will be administered by your local command. You must use the answer sheet designed for manual scoring, NETPMSA form 1430/5, Stock Ordering Number 0502-LP-216-0100. You may get a supply of the forms from your Educational Services Officer (ESO), or you may reproduce the one in the back of this course booklet. DO NOT USE THIS FORM FOR COURSES ADMINISTERED BY NETPMSA.

Recording Information on the Manually Scored Answer Sheets: As YOU complete each assignment, submit the completed answer sheet to your ESO for grading. You may submit more than one answer sheet at a time. Remember, you must submit at least one assignment each month.

Grading: Your ESO will grade each answer sheet and notify you of any incorrect answers. The passing score for each assignment is 3.2. If you receive less than 3.2 on any assignment, the ESO will list the questions you answered incorrectly and give you an answer sheet marked "RESUBMIT." You must redo the assignment and complete the

RESUBMIT answer sheet. The maximum score you can receive for a resubmitted assignment is 3.2.

Course Completion: After you have submitted all the answer sheets and have earned at least 3.2 on each assignment, your command should give you credit for this course by making the appropriate entry in your service record.

Student Questions: If you have questions concerning the administration of this course, consult your ESO.

#### B. ADP Answer Sheets

If YOU are an enlisted U.S. Naval Reserve member who is not attached to a drilling reserve unit or if you are an officer, a civilian, or a member of the U.S. Army, Air Force, Marine Corps, or Coast Guard, use the ADP answer sheets provided in your course package. you should use one blank original ADP answer sheet for each assignment. Use only the original ADP answer sheet provided in your course package; NETPMSA will not accept reproductions.

Recording Information on the ADP Answer Sheets: Follow the "MARKING INSTRUCTIONS" on each answer sheet. Be sure that blocks 1, 2, and 3 are filled in correctly. This information is necessary for your course to be properly processed and for you to receive credit for your work.

As you work the course, be sure to mark your answers in the course booklet because your answer sheets will not be returned to you. When you have completed an assignment, transfer your answer from the course booklet to the answer sheet.

Mailing the Completed ADP Answer Sheets: Upon completing an assignment, mail the completed answer sheet to:

COMMANDING OFFICER  
NETPMSA CODE 036  
6490 SAUFLEY FIELD RD  
PENSACOLA FL 32559-5000

Use envelopes to mail your answer sheets. You must provide your own envelopes or request them from your ESO. You may enclose more than one answer sheet in a single envelope. Remember, regardless of how many answer sheets you submit at a time, NETPMSA should receive at least one assignment a month.

NOTE : DO NOT USE THE COURSE COMMENTS PAGE AS AN ENVELOPE FOR RETURNING ANSWER SHEETS OR OTHER COURSE MATERIALS.

Grading: NETPMSA will grade the answer sheets and notify you by letter concerning your grade for each assignment,

your incorrect answers, and your final grade. The passing score for each assignment is 3.2. If you receive less than 3.2 on any assignment, you must rework the assignment. NETPMSA will enclose a new ADP answer sheet in the letter notifying you of the questions you answered incorrectly. You will be required to redo the assignment and resubmit the new answer sheet. The maximum score you can receive for a resubmitted assignment is 3.2.

Course Completion: When you complete the last assignment, fill out the "Course Completion" form in the back of the course and enclose it with your last answer sheet. NETPMSA will issue you a letter certifying that you satisfactorily completed the course. You should make sure that credit for the course is recorded in your service record. YOU MAY RETAIN THE TEXT.

NOTE : YOUR OFFICIAL COURSE COMPLETION DATE WILL BE THE DATE YOUR LAST ASSIGNMENT IS PROCESSED THROUGH THE NETPMSA ADP SYSTEM--NOT THE DATE YOU DEPOSIT THE LAST ASSIGNMENT IN THE MAIL. This is especially important if you are taking the course for Naval Reserve retirement credit. You must mail your answer sheets at least 60 days before your anniversary date. This will provide you with enough time for delays in the mail or reworking failed assignments. DO NOT MAIL YOUR ASSIGNMENTS TO THE NAVAL RESERVE PERSONNEL COMMAND (NRPC).

Student Questions: Refer questions concerning this course to NETPMSA by mail (use the address on page ii) or by telephone: DSN 922-1366 or commercial (904) 452-1366.

#### NAVAL RESERVE RETIREMENT CREDIT

If you are a member of the Naval Reserve, you will receive retirement points if you are authorized to receive them under current directives governing retirement of Naval Reserve personnel. For the purpose of Naval Reserve retirement, this edition of the course is evaluated at **11** points. These points will be credited to you upon your satisfactory completion of the entire course.

NOTE : YOUR OFFICIAL COURSE COMPLETION DATE WILL BE THE DATE YOUR LAST ASSIGNMENT IS PROCESSED THROUGH THE NETPMSA ADP SYSTEM--NOT THE DATE YOU DEPOSIT THE LAST ASSIGNMENT IN THE MAIL. Refer to the Course Completion paragraph under section B. ADP Answer Sheets.

#### COURSE OBJECTIVES

After studying the course materials, the student will be able to correctly answer questions based upon the following subject matter areas: the Career Recruiting Force;

training; recruiting personnel management;  
Navy recruiting station operations and  
administration; marketing; recruiting; public  
affairs; recruiting management and analysis  
systems; and visits, inspections, and  
meetings.

Naval courses may include several types of questions—multiple-choice, true-false, matching, etc. The questions are not grouped by type but by subject matter. They are presented in the same general sequence as the textbook material upon which they are based. This presentation is designed to preserve continuity of thought, permitting step-by-step development of ideas. Not all courses use all of the types of questions available. The student can readily identify the type of each question, and the action required, by inspection of the samples given below.

### MULTIPLE-CHOICE QUESTIONS

Each question contains several alternatives, one of which provides the best answer to the question. Select the best alternative, and blacken the appropriate box on the answer sheet.

#### SAMPLE

- s-1. Who was the first person appointed Secretary of Defense under the National Security Act of 1947?
1. George Marshall
  2. James Forrestal
  3. Chester Nimitz
  4. William Halsey

Indicate in this way on the answer sheet:

	1	2	3	4	
	T	F			
s-1	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	---

### TRUE-FALSE QUESTIONS

Mark each statement true or false as indicated below. If any part of the statement is false the statement is to be considered false. Make the decision, and blacken the appropriate box on the answer sheet.

#### SAMPLE

- s-2. All naval officers are authorized to correspond officially with any systems command of the Department of the Navy without their respective commanding officer's endorsement.
1. True
  2. False

Indicate in this way on the answer sheet:

	1	2	3	4	
	T	F			
s-2	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	---

### MATCHING QUESTIONS

Each set of questions consists of two columns, each listing words, phrases or sentences. The task is to select the item in column B which is the best match for the item in column A that is being considered. Items in column B maybe used once, more than once, or not at all. Specific instructions are given with each set of questions. Select the numbers identifying the answers and blacken the appropriate boxes on the answer sheet.

#### SAMPLE

In questions s-3 through s-6, match the name of the shipboard officer in column A by selecting from column B the name of the department in which the officer functions. Some responses maybe used once, more than once, or not at all.

#### A. OFFICER

#### B. DEPARTMENT

- |                               |                           |
|-------------------------------|---------------------------|
| s-3. Damage Control Assistant | 1. Operations Department  |
| s-4. CIC Officer              | 2. Engineering Department |
| s-5. Disbursing Officer       | 3. Supply Department      |
| s-6. Communications Officer   |                           |

Indicate in this way on the answer sheet:

	1	2	3	4	
	T	F			
s-3	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	---
s-4	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	---
s-5	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	---
s-6	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	---

# ASSIGNMENT 1

Textbook Assignment: Chapter 1, pages 1-1 through 1-17, chapter 2, pages 2-1 through 2-21, and chapter 3, pages 3-1 through 3-24.

- 
- |  |  |
|--|--|
| <p>1-1. The CRF is described as a cadre of exceptional recruiting managers. Which of the following statements best describes the purpose of this cadre?</p> <ol style="list-style-type: none"> <li>1. To provide technical expertise to newly assigned recruiters</li> <li>2. To provide consistency and leadership to the recruiting effort</li> <li>3. To provide marketing insights to the recruiting effort</li> <li>4. To provide a constant pool of recruiting volunteers</li> </ol>       | <p>1-6. The CR has told you and the other ZSs to make immediate improvements to prospect card documentation. How should you pass this concern on to your zone?</p> <ol style="list-style-type: none"> <li>1. Send a memo stating the CR's instructions</li> <li>2. Notify RINCs that the CR will probably be inspecting prospect card documentation during station visits</li> <li>3. Call all the RINCs and tell them the CR wants to see immediate improvement</li> <li>4. As you make station visits, let the RINCs know you want to see improvement if it is needed</li> </ol> |
| <p>1-2. The CRF community should make up what specific percent of the recruiting strength?</p> <ol style="list-style-type: none"> <li>1. 10 percent</li> <li>2. 15 percent</li> <li>3. 20 percent</li> <li>4. 25 percent</li> </ol>  | <p>1-7. Motivational techniques include which of the following methods?</p> <ol style="list-style-type: none"> <li>1. Hammer, carrot, and internal</li> <li>2. Hammer, PMA, and rewards</li> <li>3. Carrot, external, and internal</li> <li>4. Rewards, discipline, and power</li> </ol>   |
| <p>1-3. The CRF selection board meets at which of the following times?</p> <ol style="list-style-type: none"> <li>1. January and July of each year</li> <li>2. February and November of each year</li> <li>3. March, July, and November of each year</li> <li>4. July and December of each year</li> </ol>   | <p>1-8. When you take over a new zone, there is normally a heightened level of concern among the RINCs and recruiters. You should take which, if any, of the following steps to alleviate the concern?</p> <ol style="list-style-type: none"> <li>1. Let them know you are a friend</li> <li>2. Restabilize as quickly as possible</li> <li>3. Increase their anxiety by promising inspections</li> <li>4. None; don't restabilize too quickly</li> </ol>  |
| <p>1-4. As a CRF member, your tasks actually can be narrowed down to which of the following responsibilities?</p> <ol style="list-style-type: none"> <li>1. Marketing, sales, and management</li> <li>2. Prospecting, sales, and processing</li> <li>3. Supervision, accountability, and follow-up</li> <li>4. Leadership, training, and managing</li> </ol>   | <p>1-9. Knowing your people consists of understanding which of the following characteristics?</p> <ol style="list-style-type: none"> <li>1. Their strengths and weaknesses</li> <li>2. Their goals and aspirations</li> <li>3. Their ideals and convictions</li> <li>4. All of the above</li> </ol>  |
| <p>1-5. You have been assigned as zone supervisor (ZS) and find one of your RINCs is very senior to you. Which of the following actions should you take?</p> <ol style="list-style-type: none"> <li>1. Establish your positional authority dominance immediately</li> <li>2. Make it clear to the senior member that you are in charge</li> <li>3. Solicit the individual's input and expedite his or her training</li> <li>4. Defer to the senior individual's decisions and desires</li> </ol> |  |

● In answering questions 1-10 through 1-14, select the zone behavior that corresponds to the stage of team growth described in each question.

1-10. The zone members are constantly testing the ZS. They squabble between themselves and sometimes challenge the ZS's authority.

1. Forming
2. Storming
3. Norming
4. Mourning

1-11. The zone members seem uncertain and full of questions. They appear to be checking out the ZS as well as each other.

1. Forming
2. Storming
3. Norming
4. Performing

1-12. Production has started to decline and many zone members express discontent with new methods.

1. Forming
2. Storming
3. Norming
4. Mourning

1-13. The zone is operating efficiently as a team. They can take care of business with PMA.

1. Forming
2. Norming
3. Performing
4. Mourning

1-14. Which of the following behaviors will best enhance your zone's morale?

1. Give liberal time off
2. Pay attention to the individuals who make up the team
3. Look at the team as a whole
4. Use carrot motivational techniques

1-15. When planning where you are going to spend training time, you should consider which of the following factors as the most important?

1. The number of recruiters assigned
2. The market covered by each NRS
3. The RINC's requests for assistance
4. Your assessment of actual needs

1-16.

Which of the following elements will minimize interference in two-way communication?

1. Feedback
2. Written confirmation
3. Filters
4. Concentration

1-17.

The training program for Navy Recruiting Command field activities includes which of the following elements?

1. The command training plan
2. Training records maintenance instructions
3. Indoctrination training requirements
4. All of the above

1-18.

Required training topics should be delivered at which of the following times?

1. In the month listed only
2. Before or during the month listed only
3. During the month listed or 1 month before or after only
4. During the month listed or 2 months before or after

1-19.

Topics listed with an asterisk in the command training plan may be delivered by which of the following means?

1. POD notes only
2. Formal training only
3. Formal or OJT only
4. Formal or informal training

1-20.

Training records should include which of the following documents?

1. Navy recruiting personnel record
2. Training syllabuses and RQS card
3. Indoctrination training record and completion letter
4. All of the above

1-21.

Production recruiters should complete the NRS indoctrination within what maximum period of time after reporting to the NRD?

1. 10 days
2. 20 days
3. 30 days
4. 90 days

- 1-22. Original indoctrination completion letters should be maintained in which of the following locations?
1. Individual's training record
  2. Command training file
  3. NRS SSIC file
  4. Personal service record
- 1-23. Under the RQS system, CRF personnel must qualify at the next higher billet after qualifying in their present billet.
1. True
  2. False
- 1-24. All RQS modules must be completed in what maximum period of time?
1. 60 days
  2. 180 days
  3. 240 days
  4. 365 days
- 1-25. Of the following personnel, which may approve an exception to RQS qualification time due to emergency leave?
1. EPO only
  2. CO only
  3. EPO and CO only
  4. EPO, XO, and CO
- 1-26. A CRF member reports to a new district. The member was RQS qualified as a RINC and had started ZS qualifications. What RQS requirements must be met at the new NRD?
1. A full RQS RINC board must be conducted within 3 months of the reporting date
  2. The RINC RQS modules must be resigned and an RQS board conducted with 4 months
  3. The member remains RINC qualified and must complete the ZS module by original maximum qualification date
  4. The member must completely requalify as a RINC within 6 months
- 1-27. The RQS tracking report should be submitted at which of the following times?
1. As changes occur
  2. Monthly
  3. Quarterly
  4. Annually
- 1-28. Most RQS training should be conducted by which of the following methods?
1. Demonstration
  2. Lecture
  3. Formal training session
  4. Guided discussion
- 1-29. Your signature as qualifier on the RQS sheet represents your certification of which of the following conditions?
1. The individual has received training in all modules
  2. The individual is fully prepared for the final qualification board
  3. The individual has performed each task listed in the modules
  4. The individual has met the qualification time
- 1-30. Of the following types of questions, which is most effective for an RQS board?
1. Conceptual
  2. Leading
  3. Rote memory
  4. Trick
- 1-31. Training needs should be confirmed by which of the following means?
1. DPR
  2. Activity analysis
  3. Personal observation
  4. The recruiter's opinion
- 1-32. In the guided discussion teaching method, the instructor should fill which of the following functions?
1. Mediator
  2. Facilitator
  3. Instigator
  4. Debater
- 1-33. Select the basic components of a learning objective.
1. Behavior, condition, and standard
  2. Condition, accuracy, and time
  3. Time, standard, and method
  4. Demonstration, performance, and evaluation

- 1-34. Steps you want the student to accomplish in order to meet the terminal objective are known as which of the following objectives?
1. Reacting
  2. Intermediate
  3. Enabling
  4. Resultant
- 1-35. The conclusion of a lesson plan should include which of the following elements?
1. Summary only
  2. Summary and closure only
  3. Summary, closure, and readiness
  4. Summary, remotivation, and closure
- 1-36. When delivering a lesson plan, you should use which of the following types of communication?
1. One-way
  2. Two-way
  3. Demonstration performance
  4. Active participation
- 1-37. Which of the following characteristics should NOT be used in effective questions?
1. Challenging
  2. Limited to one idea
  3. Containing more than one idea
  4. Purposeful
- 1-38. Develop a pattern when questioning students for comprehension to make sure no one is left out.
1. True
  2. False
- In answering questions 1-39 through 1-41, match the question given to the correct type.
- 1-39. What is PMA? By the end of this lesson we'll not only know the answer but have some as well.
1. Rhetorical
  2. Overhead
  3. Direct
  4. Reverse
- 1-40. How would you evaluate a new itinerary,... Dustin?
1. Overhead
  2. Direct
  3. Relay
  4. Reverse
- 1-41. That's an important question; can someone in the class help him out?
1. Rhetorical
  2. Direct
  3. Relay
  4. Reverse
- 1-42. ENRO is designed to fulfill which of the following functions?
1. Fully prepare students to perform as recruiters
  2. Give students polished sales skills
  3. Provide students with basic orientation to recruiting
  4. Provide students with an in-depth knowledge of recruiting
- 1-43. Of the following time periods, which should be given as dedicated study time to candidates for the March E-6 examination?
1. 1 day per week for 6 weeks starting in January
  2. 1 day per week for 10 weeks starting in December
  3. 1 afternoon per week for 6 weeks starting in January
  4. 1 afternoon per week for 10 weeks starting in December
- 1-44. Individual annual awards are determined by which of the following processes?
1. Production analysis
  2. Nomination
  3. Application
  4. Election
- 1-45. Which of the following awards is earned for excellence in minority recruiting?
1. MEDSTAR
  2. Trident
  3. Heritage
  4. Admiral's Award
- 1-46. The REIP is an advancement incentive program for which of the following achievements?
1. Meritorious achievements only
  2. Recruiting production only
  3. Both 1 and 2 above
  4. Recruiting support

- 1-47. The number of meritorious advancements an NRD is authorized under the REIP is based on which of the following criteria?
1. Average enlisted manning
  2. Actual on board Manning
  3. Enlisted production only
  4. Enlisted and officer production
- 1-48. Production advancements under the REIP are based on which of the following criteria?
1. Average enlisted manning
  2. Actual on board manning
  3. Accessions and UMG attainments
  4. Enlisted and officer production
- 1-49. For those personnel not eligible to participate in the E-5 or E-6 advancement exam, what maximum portion of TIR may be waived to be eligible for a REIP advancement?
1. 1 month
  2. 1 year
  3. One third of total TIR
  4. One half of total TIR
- 1-50. Candidates must have served in their district for what minimum period of time to be considered for a REIP advancement?
1. 12 months
  2. 15 months
  3. 18 months
  4. 24 months
- 1-51. The sum of meritorious and production advancements under the REIP should not exceed what percentage of the average enlisted fiscal manning?
1. 5 percent
  2. 7 percent
  3. 10 percent
  4. 12 percent
- 1-52. A Gold Wreath with an excellence scroll and one gold star denotes which of the following number of awards?
1. 10
  2. 12
  3. 14
  4. 16
- 1-53. Final authority to approve Gold Wreath awards rests with which of the following individuals?
1. EPO
  2. NRD CO
  3. CNRA
  4. CNRC
- 1-54. Of the following infractions, which would NOT be disqualifying for Gold Wreath award purposes?
1. Nonjudicial punishment
  2. A civil court conviction for a nonminor misdemeanor
  3. A substantiated malpractice
  4. A category V investigation
- 1-55. Recruiters should write what minimum number of contracts in a consecutive 3-month period to be eligible for a Gold Wreath?
1. 6
  2. 8
  3. 9
  4. 10
- 1-56. ZSs should meet which of the following objectives for 3 consecutive months to be eligible for a Gold Wreath?
1. New contract goals only
  2. New contract and UMG goals
  3. New contract and program goals
  4. New contract and WF goals
- 1-57. Your EPO should be eligible for a Gold Wreath after meeting which of the following objectives for 3 consecutive months?
1. Accession goals
  2. New contract goals
  3. DEP slope objective
  4. All of the above
- 1-58. A RINC of a two-person station may earn a Gold Wreath in what minimum period of time?
1. 1 month
  2. 2 months
  3. 3 months
  4. 4 months

- 1-59. The Awards Program for Outstanding Production Recruiters provides recognition in which of the following forms?
1. Meritorious advancements
  2. Certificate of commendations
  3. Navy Achievement Medals
  4. Navy Commendation Medals
- 1-60. SDA pay levels are based on which of the following criteria?
1. Pay grade
  2. Time in service
  3. Job tenure
  4. Billet assignment
- 1-61. The sixth award of the Navy Recruiting Service Ribbon is denoted by attaching which of the following devices to the ribbon?
1. One 3/16-inch bronze star
  2. Five 3/16-inch bronze stars
  3. One 3/16-inch silver star
  4. Five 3/16-inch silver stars
- 1-62. Which of the following directives should you consult to determine the amount of sea duty credit personnel at an NRD will earn?
1. Science and Art of Navy Recruiting Manual
  2. Navy Recruiting Manual-Enlisted
  3. Enlisted Transfer Manual
  4. NAVPERS Manual
- 1-63. Although we understand the importance of planning, we often neglect it for which of the following reasons?
1. Planning is never urgent
  2. We are people of action
  3. Both 1 and 2 above
  4. We don't believe it will benefit us
- 1-64. Goals must be reasonable yet challenging. Realistic goals should have what minimum chance of being attained?
1. 25 percent
  2. 50 percent
  3. 75 percent
  4. 90 percent
- 1-65. Stress is a(n) \_\_\_\_\_ for successful performance.
1. Deterrent
  2. Necessary ingredient
  3. Unnecessary ingredient
  4. Psychological barrier
- 1-66. Stress levels effect mental concentration. Too little stress can cause which of the following effects?
1. Missing relevant cues
  2. Becoming easily distracted
  3. Becoming overwhelmed
  4. Having increased concentration
- 1-67. Most stressors fall into which of the following categories?
1. Distressors
  2. Eustressors
  3. Neutrals
  4. Mechanisms
- 1-68. Which of the following symptoms may signal mismanaged stress?
1. Loss of confidence
  2. Impulsive behavior
  3. Changes in sleeping habits
  4. All of the above
- 1-69. Select the best definition for cognitive restructuring.
1. Changing your beliefs
  2. Changing your attitudes
  3. Changing your thinking
  4. Changing your lifestyle
- 1-70. Specific practices that constitute fraternization in the recruiting environment are explained in which of the following directives?
1. COMNAVCRUITCOMINST 1300.2
  2. COMNAVCRUITCOMINST 5400.1
  3. COMNAVCRUITCOMINST 5370.1
  4. COMNAVCRUITCOMINST 5720.2

## ASSIGNMENT 2

Textbook Assignment: Chapter 3, pages 3-1 through 3-31 and chapter 4, pages 4-1 through 4-29.

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● COMNAVCRUITCOM categorizes each case of recruiting or enlistment processing irregularity. In answering questions 2-1 through 2-4, select the category for the situation described as the question.

2-1. The most serious type of investigation, indicating facts that would disqualify the applicant if known at the time of enlistment.

1. Category I
2. Category II
3. Category III
4. Category IV

2-2. An incident involving an apparent minor recruiting or processing irregularity in an otherwise properly documented enlistment.

1. Category I
2. Category III
3. Category IV
4. Category V

2-3. Cases sent to the field for information purposes only, involving minor allegations and those in which recruiting personnel are no longer on active duty.

1. Category I
2. Category III
3. Category III
4. Category V

2-4. Cases forwarded to the U.S. MEPCOM or other agencies outside the Navy for action or information by those commanders.

1. Category I
2. Category III
3. Category IV
4. Category V

2-5. Malpractice involves which of the following actions?

1. Improper conduct willfully perpetrated
2. Improper conduct without intent
3. Proper conduct unintentionally misdocumented
4. Proper conduct misconstrued

● When reviewing, investigating, or training to enlistment irregularities, it is important to understand the nomenclature used. In answering questions 2-6 through 2-9, select the term described by the definition given as the question.

2-6. An enlistment entered into under the color of the law, but that is imperfect by reason of the existence or non-existence of a fact or circumstance that renders it not in compliance with law or regulation.

1. Irregular enlistment
2. Erroneous enlistment
3. Fraudulent enlistment
4. Misconduct

2-7. An enlistment procured through any deliberate material misrepresentation, omission, or concealment, which would have disqualified the applicant if known at the time of enlistment.

1. Irregular enlistment
2. Erroneous enlistment
3. Fraudulent enlistment
4. Misconduct

2-8. An enlistment that included conduct that is in violation of regulations that does not affect the enlistment qualifications of the applicant.

1. Irregular enlistment
2. Erroneous enlistment
3. Fraudulent enlistment
4. Misconduct

2-9. An enlistment agreement into which the government would not have entered had the true facts been known.

1. Irregular enlistment
2. Erroneous enlistment
3. Fraudulent enlistment
4. Misconduct

2-10. Guidance on the assignment and management of CRF personnel can be found in which of the following publications?

1. COMNAVCRUITCOMINST 1130.8
2. COMNAVCRUITCOMINST 1133.6
3. COMNAVCRUITCOMINST 1300.3
4. COMNAVCRUITCOMINST 5370.1

- 2-11. The CRF personnel status report details which of the following information?
1. Status of all CRF billets
  2. Current RQS levels of personnel assigned
  3. Both 1 and 2 above
  4. CRF duty preferences
- 2-12. All CRF E-7 personnel should complete ZS RQS qualifications within what maximum period of time?
1. Within 6 months of assignment as a ZS
  2. Within 6 months of graduation from the CRF academy
  3. Within 24 months of graduation from the CRF academy
  4. Within 24 months of CRF selection
- 2-13. A ZSEB should consist of which of the following members?
1. Area commander, Area CMC, NRD CO, and the CR from member's NRD
  2. Area commander, Area CMC, NRD CO, NRD EPO, and NRD CR
  3. Area commander, Area CMC, CR from another NRD, and an Area trainer
  4. Area commander, NRD CMC, NRD CR, and an Area trainer
- 2-14. The NRD CO may recommend reversion to prior rating for those personnel serving in recruiting for what maximum period of time?
1. 1 year
  2. 2 years
  3. 5 years
  4. 6 years
- 2-15. Members with over 36 months in CRF may not be recommended for termination from CRF and rating reversion or conversion.
1. True
  2. False
- 2-16. Individuals who have not demonstrated the necessary qualities to succeed in recruiting should be nominated for board review at which of the following times?
1. As soon as identified
  2. After completion of 3 months recruiting duty only
  3. After completion of 6 months recruiting duty only
  4. After completion of 12 months recruiting duty only
- 2-17. Before recommending a recruiter to an RSB, you should ask yourself which of the following questions?
1. Have I given the individual every possible opportunity to succeed?
  2. Has the individual been a burden to the NRS?
  3. Has the individual been a disciplinary problem?
  4. Would the individual be happier off recruiting duty?
- 2-18. Which of the following individuals should preside as board president on an RSB?
1. NRD CO
  2. NRD XO
  3. NRD EPO
  4. Area CMC
- 2-19. Individuals made available for reassignment as a result of an RSB should have SDAP terminated at which of the following times?
1. The date the availability message is sent
  2. The date the RSB is conducted
  3. The date the individual is taken off production
  4. Upon transfer only
- 2-20. No-fault transfers should be considered for which of the following reasons?
1. Lack of integrity
  2. Misconduct
  3. Indebtedness
  4. Domestic problems

- 2-21. Personnel should have what minimum amount of field recruiting experience to be considered for assignment as a recruiter/classifier?
- 1 year
  - 2 years
  - 6 months
  - 18 months
- 2-22. No-cost moves may be approved by which of the following authorities?
- NRD CO
  - Area commander
  - CNRC
  - CHNAVPERS
- 2-23. Members transferring in the same proximity should receive which of the following allowances?
- Travel and transportation only
  - Travel, transportation, and per diem only
  - Travel, transportation, per diem, and DLA only
  - All PCS entitlements
- 2-24. Out of proximity entitlements should be limited to which of the following amounts?
- \$1,000
  - \$2,000
  - \$3,000
  - \$4,000
- 2-25. When evaluating a location for a full-time station, you should consider which of the following factors?
- Access to mass transportation
  - Pedestrian traffic
  - Visibility and market proximity
  - All of the above
- 2-26. Joint use of part-time office space with other services is encouraged.
- True
  - False
- 2-27. Which of the following agencies acts as the executive agent to support production level recruiting offices?
- General Services Administration
  - Army Corps of Engineers
  - Selective Service Administration
  - Government Accounting Office
- 2-28. The facility information sheet is used to identify station needs over which of the following periods of time?
- Current year only
  - Next year only
  - Next 2 years only
  - Next 3 years
- 2-29. Of the following accommodations, which is NOT required in all recruiting stations?
- Hot and cold potable water
  - A chilled water drinking fountain
  - A window
  - A permanent exterior sign
- 2-30. Each recruiting station should have a display area, reception and office area, storage room, and testing room.
- True
  - False
- 2-31. Space standards for recruiting stations are established in which of the following regulations?
- DOD Occupancy Guide*
  - Logistics Support Manual*
  - Supply Ashore Manual*
  - Army Corps of Engineers Manual*
- 2-32. All personnel should be thoroughly briefed on CNRC and local command requirements for vehicle operation during check-in. This briefing is acknowledged by which of the following means?
- Signing a page 13 entry
  - Signing the vehicle use notification letter
  - Initialing a training record entry
  - Initialing a government vehicle driver's license
- 2-33. Section C of the Vehicle Use Log should be filled in at which of the following times?
- At the end of each month
  - Weekly
  - As purchases occur
  - Daily

- 2-34. The safety inspection in section D of the Vehicle Use Log should be completed at what interval?
1. Before each use
  2. Daily
  3. Weekly
  4. Monthly
- 2-35. Domicile-to-duty use of a government vehicle may be authorized to any member of the Recruiting Command.
1. True
  2. False
- 2-36. Under which of the following circumstances may domicile-to-duty be authorized?
1. The ZS is going to conduct a station inspection
  2. There is no secure parking at the assigned NRS
  3. The CR is going to give a speech at a Chamber of Commerce meeting
  4. A RINC is going to give training at another NRS
- 2-37. The commanding officer may give which of the following individuals authority to grant domicile-to-duty use of a government vehicle?
1. CR and above only
  2. ZS and above only
  3. RINC and above only
  4. Any production personnel
- 2-38. Authorized use of domicile-to-duty must be reported to the approving official at which of the following times?
1. The next working day
  2. Within 5 working days
  3. Within 10 working days
  4. At the end of each month
- 2-39. If your zone has had no domicile-to-duty use for the month, which, if any, of the following actions should you take?
1. Forward a negative report
  2. Call in a negative reply
  3. Send a memo stating no domicile-to-duty use was made
  4. None of the above
- 2-40. The district's vehicle allowance is based on which of the following allotments for enlisted recruiters?
1. One vehicle per recruiter
  2. .75 vehicle per recruiter
  3. .50 vehicle per recruiter
  4. .33 vehicle per recruiter
- 2-41. The vehicle coordinator will notify operators of required scheduled maintenance by which of the following means?
1. Forwarding a Motor Vehicle Service Authorization
  2. Forwarding a maintenance memorandum
  3. Calling the RINC responsible for the vehicle
  4. Scheduling the maintenance with an authorized dealer
- 2-42. After notification of required preventive maintenance, you should have the maintenance completed within what maximum period of time?
1. 5 working days
  2. 10 working days
  3. 15 working days
  4. 30 working days
- 2-43. Your government vehicle has a flat tire, requiring tube repair, Which of the following actions should you take?
1. Use the government credit card
  2. Obtain authorization from the vehicle coordinator
  3. Obtain authorization from GSA
  4. Have the repair bill forwarded to the NRD
- 2-44. Of the following services, which is NOT authorized for purchase with the government credit card?
1. Gasohol
  2. Fan belts
  3. Wax
  4. Windshield wiper arms
- 2-45. Safety stand-downs should be conducted at which of the following intervals?
1. Monthly
  2. Quarterly
  3. Semiannually
  4. Annually

- 2-46. A report of completion of safety stand-down training should be submitted to which of the following officials?
1. CR
  2. EPO
  3. Traffic safety coordinator
  4. GSA fleet manager
- 2-47. One of your recruiters has been determined to have been at fault in a traffic accident while operating a government vehicle. The recruiter should complete which of the following requirements'?
1. Complete a new road check with the ZS
  2. Complete a driver's improvement program course
  3. Complete a driver's safety test
  4. Complete a safety inspection checklist
- 2-48. All drivers have the right and responsibility to ground a vehicle that they determine to be unsafe.
1. True
  2. False
- 2-49. A vehicle incident report should be submitted in which of the following circumstances?
1. Your government vehicle is hit from behind while you are stopped at a red light
  2. You hit a parked car with the government vehicle
  3. You parked the government vehicle in a designated space and find it has been sideswiped while unattended
  4. You are involved in a two-vehicle accident with another government vehicle
- 2-50. If you are involved in a motor vehicle mishap, all required forms, repair estimates, and pictures should be submitted to the vehicle coordinator within what maximum period of time?
1. 10 calendar days
  2. 10 working days
  3. 30 calendar days
  4. 30 working days
- 2-51. A JAG Manual investigation is required in which of the following situations?
1. The mishap resulted in a combined total of \$1,000 or more for all vehicles involved
  2. The federal operator is issued a traffic citation
  3. The CO decides an investigation is needed
  4. All of the above
- 2-52. Of the following information, which is/are required on window cards and posters?
1. NRS telephone number
  2. Navy toll-free number
  3. NRS address
  4. All of the above
- 2-53. In arranging for new locations for window card advertising, which of the following criteria should you consider?
1. Suitability
  2. Amount of traffic
  3. Permission and cooperation
  4. All of the above
- 2-54. Applicant chairs should be placed in which of the following locations?
1. Across the desk from the recruiter
  2. Beside the recruiter's desk
  3. Close to the RINC's desk
  4. Close to a supply of reading material
- 2-55. Of the following items, which should NOT be displayed for prospect viewing?
1. DEP status board
  2. DEP picture board
  3. Navy Times
  4. Navy Recruiter magazine
- 2-56. Budget worksheets are normally submitted in which of the following quarters?
1. First
  2. Second
  3. Third
  4. Fourth

- 2-57. Budget requests become the annual spending plan by quarter after approval by which of the following authorities?
1. The NRD LSO
  2. The NRD CO
  3. The Area supply/fiscal officer
  4. The Area commander
- 2-58. Requests from individuals desiring access to their records should be acted on within what maximum period of time?
1. 5 working days
  2. 10 working days
  3. 48 hours
  4. 72 hours
- 2-59. A Privacy Act statement should be given before recording personal information in which of the following situations?
1. Telephone blueprinting
  2. Face-to-face interviews
  3. Applicant processing
  4. All of the above
- 2-60. Completed EST answer sheets should be retained for what specific period of time?
1. 1 month
  2. 2 months
  3. 3 months
  4. 4 months
- 2-61. ESTs found to be unfit for further use should be disposed of by which of the following methods?
1. Burning only
  2. Shredding only
  3. Burning or shredding
  4. Normal waste disposal
- 2-62. When a test administrator takes the NFQT on an overnight trip, which of the following security requirements should be met?
1. Station personnel should accept the NFQT in a locked container and store the container in a safe or locked file cabinet
  2. Station personnel should log the NFQT serial numbers and place it in a safe or locked file cabinet
  3. The test administrator should seal the NFQT in an envelope and personally lock it in the NRS safe
  4. The test administrator should keep the NFQT in his or her possession at all times
- 2-63. Lock combinations should be changed at which of the following times?
1. Departure of a recruiter assigned to the NRS
  2. Arrival of a recruiter at the NRS
  3. Departure of the NRD security officer
  4. Arrival of a new NRD security officer
- 2-64. Security Container Information, Standard Form 700, is used to report combination changes and record those personnel with access to the combination. Select the correct disposition for Part 1 of this form.
1. Submit it to the security officer
  2. File it in the NRS SSIC file
  3. Place it on the inside of the container
  4. Place it on the outside of the container
- 2-65. Plant property includes equipment having an estimated or actual cost of what minimum dollar amount?
1. \$500
  2. \$1,000
  3. \$2,500
  4. \$5,000
- 2-66. Minor property includes which of the following items?
1. Furniture costing \$1,200
  2. Equipment costing \$700
  3. Pilferable equipment
  4. All of the above
- 2-67. Station files should be maintained in accordance with which of the following directives?
1. COMNAVCRUITCOMINST 5215.1
  2. COMNAVCRUITCOM NOTE 5216
  3. SECNAVINST 5210.11
  4. SECNAVINST 5215.4
- 2-68. Correspondence relating to awards should be filed under which of the following SSIC numbers?
1. 1100
  2. 1300
  3. 1400
  4. 1600

- 2-69. Routine files should be maintained for what specific period of time?
1. 1 calendar year
  2. 1 fiscal year
  3. 2 calendar years
  4. 2 fiscal years
- 2-70. Select the correct format for a subject line of a standard Naval letter.
1. DEP FAMILY NIGHT, scheduling of
  2. DEP Family Night, scheduling of
  3. DEP Family Night
  4. DEP FAMILY NIGHT
- 2-71. Of the following complimentary closes, which should be used on a business letter?
1. Yours truly
  2. Sincerely
  3. Respectfully
  4. Very respectfully
- 2-72. Notices should contain a cancellation date in the upper right-hand corner. They should remain in effect for what maximum period of time?
1. 1 year
  2. 2 years
  3. 3 years
  4. 4 years
- 2-73. If your OPE exceeds \$75 for the month, which of the following actions should you take?
1. Submit a claim for the entire amount and attach an explanation
  2. Submit a claim for the amount you have receipts for only
  3. Submit a claim for \$75 this month and carry the remainder over to next month's claim
  4. Submit a claim for \$75 only
- 2-74. Of the following purchases, which should be reimbursed as an OPE?
1. Replacement keys to the NRS
  2. Map of the NRS territory
  3. Parking fees to attend training
  4. Duplicate alien registration card
- 2-75. Of the following referral recognition awards, which may be awarded to a non-DEP individual for enlistment referrals?
1. Hip pack
  2. Sweat shirt
  3. Lapel pin
  4. NUPOC jacket

# ASSIGNMENT 3

Textbook Assignment: Chapter 5, pages 5-1 through 5-31.

3-1. The basic goal of marketing in Navy recruiting is to accomplish which of the following actions?

1. Find out where our market is and develop a plan to reach it
2. Contact as many people as possible
3. Equalize recruiting efforts in all areas
4. Develop a system to ensure level loaded goaling

● In answering questions 2 through 6, select the appropriate market segment term for the market given as the question.

3-2. Our total market.

1. Primary target market
2. Military available
3. A cell
4. Non-prior service

3-3. Upper mental group high school diploma graduates.

1. A cell
2. B cell
3. Primary target market
4. Secondary target market

3-4. Upper mental group non-high school diploma graduates.

1. A cell
2. B cell
3. C cell
4. D cell

3-5. 22- to 29-year old males.

1. A cell
2. B cell
3. Primary target market
4. Secondary target market

3-6. 17- to 21-year old males.

1. A cell
2. B cell
3. Primary target market
4. Secondary target market

3-7. The purpose of the STEAM is to ensure which of the following conditions are met?

1. Each NRS has an equal share of the market
2. Each NRS has a fair share of the market
3. Goals are based on market share
4. Both 2 and 3 above

3-8. Which of the following reports provides an accurate gauge of your recruiting success compared to the other services?

1. Daily production report
2. All service accession data report
3. ZIP code market analysis report
4. Station level market share report

3-9. RAF is computed using which of the following populations?

1. Male 17- to 21-year olds
2. Male 22- to 29 year olds
3. Male high school seniors
4. All of the above

3-10. What minimum percent of MHSS should test before you can use the ASVAB results to evaluate a school's quality?

1. 10 percent
2. 20 percent
3. 30 percent
4. 50 percent

3-11. If you feel your STEAM data is incorrect, which of the following actions should you take?

1. Submit revised numbers to the EDSPEC
2. Obtain documentation to support your claim
3. Request a re-STEAM
4. Submit a memorandum stating your claim to the EPO

- 3-12. Propensity to enlist refers to which of the following concepts?
1. The inclination of people in an area to enlist in the military
  2. The percentage of people in an area that meet enlistment criteria
  3. The historical recruiting success an area has produced
  4. The effort expended by recruiters to produce enlistments
- 3-13. When making territory distribution among recruiters, which of the following criteria should you consider?
1. Market quality
  2. Market segment distribution
  3. Type of territory
  4. All of the above
- 3-14. If you determine station boundaries need to be changed, which of the following actions should you take?
1. Make the change and send a copy of the new ZIP code assignments to the LTC
  2. Make the change and submit a revised listing to NOIC
  3. Request the change be approved by the EPO
  4. Request the change be approved by the CO
- 3-15. Responsibility for ensuring each NRS receives a fair share of the military available rests with which of the following individuals?
1. RINC
  2. ZS
  3. CR
  4. EPO
- 3-16. Ultimate duty assignments for recruiters are made by which of the following individuals?
1. ZS
  2. CR
  3. EPO
  4. CO
- 3-17. RAF considers which of the following factors?
1. Numbers only
  2. Numbers and demographics
  3. Quantity and quality
  4. Quantity and subjective considerations
- 3-18. The most important factor considered for manning assignments is \_\_\_\_\_.
1. RAF
  2. market quality
  3. recruiter preference
  4. past production
- 3-19. The station level market share report lists a market share for each ZIP code. This share is based on a percentage of which of the following totals?
1. Station
  2. Zone
  3. District
  4. Area
- 3-20. Select the formula for fair share goaling
1.  $MKT\ WT \times MKT\ share + 1 - MKT\ WT \times RCTR\ share$
  2.  $MKT\ WT \times RCTR\ WT$
  3.  $MKT\ share + RCTR\ share$
  4.  $TOT\ MKT \times WT + TOT\ RCTR \times WT$
- 3-21. When computing recruiter share, which of the following personnel should be counted?
1. On production recruiters only
  2. 9585 personnel only
  3. 9585 and 2186 personnel less off-production RINC's
  4. All recruiters including off-production RINC's
- 3-22. NRS 101 has 20 percent of the zone market and 4 of the 16 recruiters assigned to the zone. With a zone goal of 40 and equal market and recruiter weights, compute the goal for NRS 101.
1. 7
  2. 8
  3. 9
  4. 10
- 3-23. After computing fair share goals for stations in your zone, you compare PPRs. The highest PPR requirement is 3.4 and the lowest is 2.0. Which, if any, of the following actions should you take?
1. Raise goals so that each NRS needs 3.4 to achieve goal
  2. Readjust goals so that all NRSs will require a 2.7
  3. Adjust weights and recompute goals for all stations
  4. None

- 3-24. Upper mental group, work force, and minority goal should be assigned based on which of the following criteria?
1. Historical production
  2. Known carryovers
  3. All service accessions
  4. STEAM data
- 3-25. The SMART system is designed to fulfill which of the following purposes?
1. Ensure fair share goal distribution
  2. Assist in manning assignment decisions
  3. Identify where the quality market can be found
  4. Evaluate prospecting efforts
- 3-26. New contract overlays are retained for what minimum period of time?
1. 1 year
  2. 2 years
  3. 3 years
  4. 4 years
- 3-27. The purpose(s) of an itinerary is/are to accomplish which of the following actions?
1. Increase awareness of Navy opportunities
  2. Produce enlistments
  3. Both 1 and 2 above
  4. Save recruiters time
- 3-28. The ZS should provide itinerary training to RINCS by conducting check rides at what minimum interval?
1. Monthly
  2. Quarterly
  3. Semiannually
  4. Annually
- 3-29. An itinerary requires a total of 6 hours to complete. What maximum amount of time should be spent driving?
1. 1 hour
  2. 2 hours
  3. 3 hours
  4. 4 hours
- 3-30. Flexibility should be built into an itinerary.
1. True
  2. False
- 3-31. Time spent in an area should be in direct proportion to which of the following factors?
1. Size of the territory
  2. Percentage of military available
  3. Number of MHSSs
  4. Economic conditions
- 3-32. Which of the following locations is an example of an activity center?
1. Radio station
  2. Pizza restaurant
  3. Newspaper office
  4. Post office
- 3-33. Which of the following locations is an example of a lead generation center?
1. High school
  2. Pizza restaurant
  3. Television station
  4. Video arcade
- 3-34. If a recruiter is not getting referrals from a point of contact at an itinerary target market center, which of the following actions should you first take?
1. Change the point of contact
  2. Change the target market center
  3. Train the recruiter on referral techniques
  4. Train the recruiter on PDCing techniques
- 3-35. RINCS should run itineraries at which of the following times?
1. Before a new recruiter decides whether to keep an existing itinerary or develop his or her own
  2. Each time a new itinerary is developed
  3. When itineraries are not proving productive
  4. All of the above
- 3-36. Of the following steps, which is most important in itinerary preparation?
1. Setting goals to attain on the itinerary
  2. Reviewing new RAD material
  3. Contacting DEP members in the area of the itinerary
  4. Looking for additional contacts that may be made on the itinerary

- 3-37. School folders should be maintained on which of the following educational facilities?
1. High schools
  2. Vocational/technical schools
  3. Junior colleges
  4. All of the above
- 3-38. The RINC approves a recruiter's school canvassing plan by which of the following activities?
1. Initialing the school folder at the beginning of each month
  2. Initialing the school folder after each visit
  3. Making a training record entry
  4. Including the recruiter's input in the station plan
- 3-39. ZSs should review and initial school folders at which of the following times?
1. During each visit
  2. During the first visit each month
  3. During the first visit each quarter
  4. During the first visit following the scheduled school visit
- 3-40. School year goals for will-grads should be based on which of the following criteria?
1. Fair share only
  2. Past production only
  3. Quality only
  4. Fair share and subjective factors
- 3-41. The DEP status board should be displayed in view of prospects and DEP personnel.
1. True
  2. False
- 3-42. Maintaining the DEP status board is the responsibility of which of the following personnel?
1. DEP coordinator
  2. RINC
  3. ZS
  4. Recruiter designated in writing
- 3-43. The DEP status board provides which of the following information?
1. A rolling 12-month picture of the DEP pool
  2. DEP referral success
  3. Accession dates
  4. All of the above
- 3-44. If lists are available, you should fill out a prospect card for which of the following students?
1. Seniors only
  2. Seniors and juniors only
  3. Seniors, juniors, and sophomores only
  4. Seniors, juniors, sophomores, and freshman
- 3-45. Cards we retained in the work force file for what specific period of time?
1. 1 year from graduation
  2. 2 years from graduation
  3. 3 years from graduation
  4. 4 years from graduation
- 3-46. The college file includes cards on which of the following individuals?
1. All 2- and 4-year college students
  2. First and second year students attending 4-year colleges only
  3. First year students attending 2- or 4-year colleges only
  4. First and second year students attending 2- or 4-year colleges
- 3-47. The inactive file contains cards on which of the following individuals?
1. Disqualified and rejected individuals
  2. Prior service prospects
  3. Individuals the RINC has deemed not requiring further contact
  4. All of the above
- 3-48. Which of the following methods should be used to designate a card for the inactive file?
1. Write INACTIVE across the front of the card
  2. Draw a diagonal red line across the front of the card
  3. Note the reason for disqualification or rejection on the back of the card
  4. Both 2 and 3 above
- 3-49. Cards are retained in the inactive file for what specific length of time?
1. 1 year
  2. 2 years
  3. 3 years
  4. 4 years

- 3-50. Prior service cards should be retained for what specific period of time?
1. 1 year after release from active duty or discharge
  2. 2 years after release from active duty or discharge
  3. 2 years after RTC graduation
  4. 3 years after RTC graduation
- 3-51. The working tickler should be arranged by which of the following methods?
1. 12 months of the year with the first month divided by 31 working days
  2. 12 months of the year with the first 3 months divided by working days
  3. 12 months of the year with the first week divided by working days
  4. 12 months only
- 3-52. Of the following tools, which enables the RINC to ensure recruiters have the resources to complete planned prospecting and meet the station's goals?
1. Station planner
  2. PATE sheet
  3. Working tickler
  4. SMART system
- 3-53. The RINC should load the working tickler at which of the following times?
1. The first day of each week
  2. The first day of each month
  3. The last working day of each week for the following week
  4. The last working day of each month for the following month
- 3-54. Of the following considerations, which should come first when loading working ticklers?
1. Recruiter personality
  2. Past productivity
  3. NRS goals
  4. Carryovers
- 3-55. More work force cards are usually required than will-grad cards to net the same number of interviews.
1. True
  2. False
- 3-56. The number of prospect cards loaded into a recruiter's working tickler should coincide with which of the following factors?
1. Station contact ratios
  2. Station goals
  3. The recruiter's plan for the day
  4. The recruiter's goal for the month
- 3-57. Prospect cards for individuals who have QNE'd should be maintained in the working tickler for what specific period of time?
1. 1 month
  2. 5 months
  3. 6 months
  4. 12 months
- 3-58. Local leads cards should be maintained in the working tickler for what specific period of time unless contracted or determined unworkable?
1. 1 month
  2. 2 months
  3. 3 months
  4. 4 months
- 3-59. Maintenance of the prospect card system is the responsibility of which of the following individuals?
1. Each recruiter
  2. RINC
  3. ZS
  4. All of the above
- 3-60. At what minimum interval should the prospect card system be purged?
1. Daily
  2. Weekly
  3. Monthly
  4. Annually
- 3-61. To estimate the number of cards in the prospect card system, 1 inch of cards should equal what specific number of cards?
1. 50 cards
  2. 100 cards
  3. 150 cards
  4. 200 cards

- 3-62. Which of the following methods should you use to determine the number of work force cards a station should have?
1. Multiply the number of high school seniors by 2
  2. Multiply the number of high school seniors by 4
  3. Use the number of 22- to 29-year olds from the STEAM data
  4. Use the total of high school seniors, 2- and 4-year college students
- 3-63. What minimum percentage of market identification should you strive for?
1. 50 percent
  2. 60 percent
  3. 75 percent
  4. 80 percent
- 3-64. The marketing operations plan is designed to accomplish which of the following actions?
1. Stimulate thinking
  2. Improve communications
  3. Unify efforts
  4. All of the above
- 3-65. The situation analysis portion of the marketing operations plan includes which of the following information?
1. Goals for the coming year
  2. Past production and activity analysis
  3. Subjective goaling considerations
  4. POA&Ms
- 3-66. POA&Ms must be written for what minimum number of programs?
1. 10
  2. 5
  3. 3
  4. 4
- 3-67. Every district's generic objectives—to improve over last year and meet or exceed all requirements—should be included in which, if any, portion of each POA&M?
1. The objective
  2. Action items
  3. Out of limits
  4. None; they are understood
- 3-68. The executive summary of the marketing operations plan is written at which of the following stages in development?
1. The beginning
  2. Directly before the POA&Ms
  3. Directly after the situation analysis
  4. The end
- 3-69. The zone situation analysis includes an evaluation of which of the following information?
1. Marketing data
  2. Past productivity
  3. Activity
  4. All of the above
- 3-70. Your resource projections in the situation analysis include which of the following assets?
1. Production recruiters
  2. Demographic conditions
  3. Market population
  4. All of the above

## ASSIGNMENT 4

Textbook Assignment: Chapter 6, pages 6-1 through 6-30.

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- |  |  |
|--|--|
| <p>4-1. Which of the following prospecting methods allows a recruiter to contact the most prospects in the least amount of time?</p> <ol style="list-style-type: none"> <li>1. Telephone</li> <li>2. Referral</li> <li>3. PDCing</li> <li>4. Advertising</li> </ol>  | <p>4-7. If the prospect wants to make an appointment several days away, which of the following actions should a recruiter take?</p> <ol style="list-style-type: none"> <li>1. Make the appointment and send a brief reminder note or postcard</li> <li>2. Make the appointment and call the prospect daily until the appointment date</li> <li>3. Refuse to schedule the appointment more than 2 days in advance</li> <li>4. Schedule another appointment for the same time</li> </ol> |
| <p>4-2. Random phone calls through stacks of prospect cards normally produces which of the following results?</p> <ol style="list-style-type: none"> <li>1. Quality prospects</li> <li>2. Increased production</li> <li>3. Frustration and failure</li> <li>4. Dedication and persistence</li> </ol>   | <p>4-8. Receiving objections to phone prospecting requests for appointments is a failure on the recruiter's part.</p> <ol style="list-style-type: none"> <li>1. True</li> <li>2. False</li> </ol>  |
| <p>4-3. Select the purpose of a phone contact.</p> <ol style="list-style-type: none"> <li>1. Sell the Navy</li> <li>2. Sell programs</li> <li>3. Sell yourself</li> <li>4. Sell military training</li> </ol>   | <p>4-9. Which of the following methods should be used to evaluate a recruiter's phone technique?</p> <ol style="list-style-type: none"> <li>1. Role playing</li> <li>2. Activity analysis</li> <li>3. Listening when they are phone prospecting</li> <li>4. Asking some of their prospects how they thought the phone calls sounded</li> </ol>   |
| <p>4-4. Identifying yourself as a Navy representative should be done at what point in your phone prospecting?</p> <ol style="list-style-type: none"> <li>1. After an appointment is made</li> <li>2. After the courtesy statement</li> <li>3. When the caller asks</li> <li>4. At the beginning</li> </ol>                                     | <p>4-10. When a prospect declines an appointment over the telephone, which of the following techniques will leave the door open for future contacts?</p> <ol style="list-style-type: none"> <li>1. Make the contact as brief as possible</li> <li>2. Tell the prospect about Navy opportunities over the telephone</li> <li>3. Let the prospect know that people's plans do change</li> <li>4. Ask for referrals</li> </ol>  |
| <p>4-5. What is the purpose of the courtesy statement?</p> <ol style="list-style-type: none"> <li>1. To remove one for phone rejection</li> <li>2. To establish initial rapport with the prospect</li> <li>3. Both 1 and 2 above</li> <li>4. Create interest in the Navy</li> </ol>  | <p>4-11. If a recruiter does not feel certain about an appointment, which of the following steps should be taken?</p> <ol style="list-style-type: none"> <li>1. Schedule another appointment in the area</li> <li>2. Ask a DEP member to talk to the prospect before the appointment</li> <li>3. Send or telephone a reminder</li> <li>4. All of the above</li> </ol>  |
| <p>4-6. To decrease no-show rates, recruiters should make appointments in which of the following locations?</p> <ol style="list-style-type: none"> <li>1. NRS only</li> <li>2. Applicant's home only</li> <li>3. A location centrally located for the recruiter and the prospect</li> <li>4. A location convenient for the prospect</li> </ol> |  |

- 4-12. Which of the following factors is most important in referral prospecting?
1. How you ask for referrals
  2. Who you ask for referrals
  3. The number you require DEP members to provide
  4. The amount of blueprinting that is known prior to the contact
- 4-13. *Who Do You Know* sheets should be used in which of the following ways?
1. Have DEP members fill in as many as possible
  2. Use a few of the descriptions at a time
  3. Ask the DEP member to answer all the questions
- 4-14. Every interview should end with which of the following actions?
1. Close
  2. Set a follow-up appointment
  3. Document blueprinting information
  4. Ask for referrals
- 4-15. The recruiting assistance leave program allows participants to receive what maximum number of days of nonchargeable leave to help recruiters?
1. 4
  2. 5
  3. 10
  4. 12
- 4-16. The HARP allows participants to return to their hometown to help recruiters for what specific period of time?
1. 5 days
  2. 10 days
  3. 12 days
  4. 30 days
- 4-17. Which of the following personnel should be eligible for HARP participation?
1. A 20-year-old FN whose leave address is 45 miles from the nearest recruiting station
  2. A 25-year-old BM2 whose leave address is 35 miles from the nearest recruiting station
  3. A 20-year-old ET3 whose leave address is 20 miles from the nearest recruiting station
  4. A 21 -year-old non-high school graduate who attended school in a state different from the leave address
- 4-18. The Navy recruiting district may authorize HARP members to operate government vehicles.
1. True
  2. False
- 4-19. The SEMINAR program is designed to fulfill which of the following purposes?
1. Assist in minority recruiting and enhance the Navy's image in minority communities
  2. Provide a respite for minority members to return to their hometowns
  3. Provide public speakers to community groups
  4. Conduct conferences for minority educators
- 4-20. SEMINAR is performed in conjunction with which of the following types of orders?
1. Leave
  2. Temporary additional duty
  3. Permanent change of station
  4. Special duty
- 4-21. When asking for referrals, which of the following techniques should you use?
1. Ask for names of people who should join the Navy
  2. Paint a picture of the type of individual you are looking for
  3. Be vague about enlistment qualifications
  4. Promise not to mention the source
- 4-22. To continue getting referrals from a COI, you should complete which of the following actions?
1. Follow up immediately
  2. Provide feedback
  3. Give timely recognition
  4. All of the above
- 4-23. Leads generated from local advertising are processed through which of the following offices?
1. NRD LTC
  2. NOIC
  3. NALTS
  4. LEADS
- 4-24. Lead feedback sheets should be returned to the LTC within what maximum period of time?
1. 5 working days
  2. 10 working days
  3. 15 working days
  4. 30 working days

- 4-25. The Enlisted LTC Production Report provides which of the following information?
1. Number of leads sent for the week, month, and year to date
  2. Name and phone number of all leads sent during the previous week
  3. PRO-Navy referrals sent during the previous month
  4. All ads, run dates, and cost for the month
- 4-26. NOIC prescreens leads for recruiters including which of the following blueprinting?
1. Name, address, and phone number
  2. Age, education, and interests
  3. Age, education, and health
  4. Complete blueprinting
- In answering questions 4-27 through 4-30, select the answer most accurately defined in each question.
- 4-27. A management tool designed to measure and improve nationally produced leads.
1. NOIC
  2. NALTS
  3. LEADS
  4. NET
- 4-28. A computerized lead fulfillment system that answers prospect inquiries.
1. NOIC
  2. NALTS
  3. LEADS
  4. NET
- 4-29. Listing of all eligible leads sent to NRSs for the week and a listing of overdue, delinquent, and force-closed leads.
1. NOIC weekly dispatch report
  2. LTC production report
  3. NALTS executive summary
  4. NALTS ranking report
- 4-30. Management report showing the performance of each station, district, and Area in following up national leads.
1. NOIC weekly dispatch report
  2. LTC production report
  3. NALTS executive summary
  4. NALTS monthly leads status report
- 4-31. If a recruiter is timid about PDCing, which of the following methods should you suggest to make the recruiter more comfortable?
1. Friend-finding
  2. Team PDCing
  3. Both 1 and 2 above
  4. Forced PDCing
- 4-32. PDCing can best be described by which of the following definitions?
1. A method of prospecting an individual with whom the recruiter initiates conversation to determine whether or not he or she is a candidate for the Navy
  2. A method of prospecting to be used during itineraries
  3. A method of prospecting that allows recruiters to meet prospects face-to-face and discuss Navy eligibility
  4. A method of prospecting that requires the use of the appointment power script
- 4-33. Which of the following categories is NOT included in BEERS?
1. Citizenship
  2. Name
  3. Dependency
  4. Employment
- 4-34. What is the maximum age for enlistment?
1. 24
  2. 30
  3. 34
  4. 35
- In answering questions 4-35 through 4-39, select the graduate or nongraduate that is most accurately defined in each question.
- 4-35. Attended and completed a 12-year/grade day program of classroom instruction and has a locally issued diploma.
1. High school diploma graduate
  2. High school graduate
  3. Nonhigh school graduate

- 4-36. Awarded a secondary school diploma for completing an attendance-based adult education program.
1. High school diploma graduate
  2. High school graduate
  3. Nonhigh school graduate
- 4-37. Awarded a state-issued diploma based on a certificate of completion from high school.
1. High school diploma graduate
  2. High school graduate
  3. Nonhigh school graduate
- 4-38. Awarded a high school diploma from a home study school that is accredited by the Accrediting Commission of the National Home Study Council.
1. High school diploma graduate
  2. High school graduate
  3. Nonhigh school graduate
- 4-39. Did not graduate from high school but completed 10 credit hours at a local community college.
1. High school diploma graduate
  2. High school graduate
  3. Nonhigh school graduate
- 4-40. Married applicants for enlistment in pay grades E-1 through E-3 should have no more than what specific number of dependents to be eligible without a waiver?
1. One
  2. Two
  3. Three
  4. Four
- 4-41. Non-married applicants who have dependents, but who do not have custody are considered eligible for enlistment provided which of the following conditions exist?
1. They do not have more than one dependent and are not contributing to the support of more than one individual
  2. Definite legal custody of the dependent has been awarded to a former spouse, parent, or another adult by court order
  3. Both 1 and 2 above
  4. They do not claim the individual as a dependent
- 4-42. The drug and alcohol waiver matrix divides drug abuse into which of the following categories?
1. Marijuana, stimulants, depressants, and narcotics
  2. Marijuana and stimulants, depressants, and narcotics
  3. Alcohol, marijuana, stimulants and depressants, narcotics, hallucinogenic, or psychedelic drugs
  4. Alcohol, marijuana, hallucinogenic, and non-hallucinogenic drugs
- 4-43. Final determination of an applicant's physical qualifications for enlistment should be made at which of the following times?
1. When the recruiter completes blueprinting
  2. When the applicant completes the Medical Pre-screening Form
  3. After the MEPS physical
  4. After classification
- 4-44. All Navy programs have the same physical qualification requirements.
1. True
  2. False
- 4-45. Which of the following concepts should be used in waiver considerations?
1. Whole person
  2. Potential for success
  3. Current attitude
  4. Determination
- 4-46. The single most important aspect of a waiver request is which of the following elements?
1. The recruiter's recommendation
  2. The commanding officer's recommendation
  3. The background information
  4. The applicant's statement

- 4-47. The law of psychological reciprocity can best be described by which of the following statements?
1. All people have four basic wants and needs in life
  2. A basic understanding of the psychological aspects of behavior is important to recruiting success
  3. If we give our prospects credit for their intelligence, they are mentally and morally bound to give us credit for ours
  4. If we give our prospects credit for what they already know about the Navy, we can shorten the interview time
- 4-48. Which of the following wants are basic to all people?
1. Live and be healthy, love and be loved, feel important, and a little variety
  2. Live and love, feel rewarded, be challenged, and a little variety
  3. Love and be loved, be needed, have food and shelter
  4. Food, shelter, happiness, and security
- 4-49. When a person's survival and security needs are met, which of the following needs emerge?
1. Growth
  2. Ego
  3. Social
  4. Professional
- 4-50. Each person has a different measure of his or her own growth needs.
1. True
  2. False
- 4-51. Which of the following qualities must the professional Navy recruiter balance for success?
1. Assertiveness and care
  2. Drive and empathy
  3. Motivation and drive
  4. PMA and confidence
- 4-52. Professional recruiters build their circle of success from which of the following ingredients?
1. Product knowledge, selling skills, and selling attitude
  2. Selling skills, PMA, and DBMs
  3. The sales script, enthusiasm, and confidence
  4. Drive, empathy, and enthusiasm
- 4-53. A selling attitude includes the recruiter's attitude about which of the following aspects?
1. Themselves
  2. Other people
  3. The job
  4. All of the above
- 4-54. PMA is the result of which of the following characteristics?
1. Confidence and enthusiasm
  2. Confidence and drive
  3. Attitude and skills
  4. Attitude and enthusiasm
- 4-55. What two factors contribute to a recruiter's confidence?
1. Knowing Navy programs and benefits
  2. Selling skills and attitudes
  3. Knowing their product and believing their product will benefit the applicant
  4. Knowing how to use sales skills and analyzing successes and failures
- 4-56. Selling is a step-by-step mechanical procedure.
1. True
  2. False
- 4-57. Select the best definition for blueprinting.
1. Fact-finding, before and during your interview
  2. Finding the applicant's want, need, and DBM
  3. Reviewing the applicant's enlistment eligibility
  4. Asking open-ended questions during the interview process
- 4-58. Select the best definition for DBM.
1. The logical reason that will cause your prospect to buy
  2. The fulfillment of career goals
  3. The number one emotional impulse that will cause your prospect to buy
  4. The logic behind the want and need
- 4-59. Of the following goals, which could be considered as a DBM?
1. A new car
  2. A job in electronics
  3. Financial security
  4. A college degree

- 4-60. What percentage of a buying decision is based on a logical reason?
1. 10 percent
  2. 15 percent
  3. 20 percent
  4. 25 percent
- 4-61. You ask a prospect what he wants in life. He tells you he wants a secure future. Which of the following conclusions should you make?
1. Accept that response as the prospect's want and go on to find his need
  2. Tell him that is not quite what you're looking for
  3. Ask what he feels would give him a secure future
  4. Forget about the want and build your presentation solely on a secure future
- 4-62. Prospects sometimes respond with answers they feel are expected instead of their true desires.
1. True
  2. False
- 4-63. What is the purpose of the conversation step of the sale?
1. To get the prospect liking the Navy
  2. To get the prospect listening to and liking you
  3. To alleviate any concerns the prospect may have
  4. To make the prospect want to hear more
- 4-64. Your first goal in the conversation step should be to accomplish which of the following actions?
1. Set rapport
  2. Complete blueprinting
  3. Fill in the prospect card
  4. Make the prospect curious
- 4-65. Which of the following steps is missed by more sales people than any other?
1. Conversation
  2. Curiosity
  3. Conviction
  4. Desire
- 4-66. Which of the following purposes is filled by a verbal bridge?
1. To provide a smooth flow of conversation from one step to another
  2. To make a clear separation of the steps of the sale
  3. To make the prospect hungry to hear more
  4. To help the recruiter to memorize the steps
- 4-67. Select the verbal bridge used to make the transition from conversation to curiosity.
1. The reason I mention this, we have a way for you...
  2. Based on what you told me and provided you qualify ...
  3. Obviously you have a reason...
  4. Just supposing for a moment...
- 4-68. Of the following verbal bridges, which should NOT be used to transit from curiosity to conviction?
1. Based on what you told me...
  2. For example,...
  3. You mentioned earlier...
  4. Which means to you...
- 4-69. Which of the following statements represents the best technique for building a benefits package?
1. Only tell the prospect enough to raise his or her curiosity
  2. Tell the prospect every benefit that you can think of relating to his or her DBM
  3. Give enough information to prove your supportive claim
  4. Hold back on the best benefits in case you need them later
- 4-70. What is the purpose of using evidence in a sales presentation?
1. To increase rapport
  2. To add credibility to your words
  3. To take the place of the unit of conviction
  4. To make the recruiter sound more knowledgeable
- 4-71. What are the four types of evidence?
1. RADs, testimonies, stories, and analogies
  2. RADs, letters, pictures, and pamphlets
  3. Letters, pictures, and stories
  4. Personal stories, testimonies, and letters

4-72. Recognizing a prospect's buying signals can shorten the sale by as much as what percent?

1. 10 percent
2. 25 percent
3. 50 percent
4. 75 percent

4-73. Of the following signs, which should be considered a positive buying signal?

1. Stroking the chin
2. Rubbing the nose
3. Crossing the arms
4. Pulling on an ear

4-74. The secret to closing is knowing which of the following techniques?

1. How to
2. When to
3. Why
4. Which close to use

4-75. The close lets a prospect know which of the following events have taken place?

1. The recruiter is done
2. He or she has bought
3. Rapport has been interrupted
4. Objections have been overcome

## ASSIGNMENT 5

Textbook Assignment.

Chapter 6, pages 6-30 through 6-45 and chapter 7, pages 7-1 through 7-18.

5-1. To help the prospect through the mental turmoil of a close, the recruiter should display which of the following characteristics?

1. Alert and aggressive
2. Relaxed and assumptive
3. Assertive and direct
4. Calm and carefree

5-1. All closes should ask for which of the following decisions or actions?

1. Direct action
2. Immediate action
3. Minor decision
4. Major decision

● In answering questions 3 through 6, select the type of close you would be using in each of the questions.

5-3. My folks take their physical and process on Monday. I will pick you up at 5:00 in the morning.

1. Minor point
2. Alternate proposal
3. Impending doom
4. Action

5-4. I'd like to give you this pamphlet to take home with you. I'll write the time I'll be picking you up for the ASVAB in the front.

1. Action
2. Minor point
3. Gift
4. Alternate proposal

5-5. Here's your first Navy assignment; just pass that envelope over there to me and we'll get started on your paperwork.

1. Minor point
2. Action
3. Alternate proposal
4. Impending doom

5-6. It's now or never.

1. Action
2. Alternate proposal
3. impending doom
4. Minor point

5-7. Our prospects say no for which of the following reasons?

1. They are trying to avoid making a decision
2. They are testing your conviction
3. They have real concerns
4. All of the above

5-8. To stop the motion of the sale from being sidetracked, which of the following objection handling techniques should you use?

1. Obviously you...
2. Just suppose for a moment . . .
3. Empathy
4. Treated question

5-9. Of the following techniques, which should you use to relax the prospect?

1. Obviously you...
2. Just suppose for a moment . . .
3. Empathy
4. Treated question

5-10. To verify, smoke out, or bury the objection you should use which of the following techniques?

1. Obviously you...
2. Just suppose for a moment . . .
3. Empathy
4. Treated question

5-11. Turning the objection into a question in the prospect's mind so you can answer it is the purpose of which of the following techniques?

1. Blueprinting
2. Weighing close
3. Empathy
4. Treated question

- 5-12. When a prospect responds with a no to your treated question, which of the following steps should you take?
1. Close
  2. Trial close
  3. Ask what the question is
  4. IRON out the objection you have treated
- 5-13. The desire step of the sale is designed to fulfill which of the following purposes?
1. Let prospects see themselves in the Navy
  2. Let prospects feel more comfortable in making a decision
  3. Remind prospects of their problems and help them see the advantages our proposal will provide
  4. Remind prospects of the objections that have been overcome with evidence
- 5-14. If your proposal is correct, which of the following reasons may cause prospects not to buy?
1. They are not aware of their problems
  2. They are not sufficiently disturbed by their problems
  3. Both 1 and 2 above
  4. They need more information
- 5-15. Language that appeals to a prospect's senses and emotions is called \_\_\_\_\_ language.
1. sensual
  2. emotional
  3. concrete
  4. clear cut
- 5-1. Which of the following sales techniques should be used when procrastination becomes the dominant block to our prospect's decision making ability?
1. Close
  2. Trial close
  3. Weighing close
  4. Alternate proposal
- 5-17. Which of the following items should be listed last on the "reasons for enlisting now" side of the weighing close?
1. Want
  2. Need
  3. Desire
  4. DBM
- 5-18. Of the following problems, which is most often responsible for making a recruiter uncomfortable with closing?
1. It is apparent that the sales presentation has not succeeded
  2. They are unfamiliar with the five types of closes
  3. They are not sure which type of close to use
  4. They cannot appear calm and assumptive
- 5-19. Any compromise of an EST should be reported through the chain of command to which of the following officials?
1. EPO
  2. XO
  3. TCO
  4. CO
- 5-20. Used EST answer sheets are maintained on file for what specific period of time?
1. 1 month
  2. 2 months
  3. 3 months
  4. 4 months
- 5-21. The ASVAB is a battery of what specific number of subtests?
1. 5
  2. 10
  3. 15
  4. 20
- 5-22. The Interservice Recruitment Committee (IRC) is made of which of the following individuals?
1. MEPS personnel
  2. Local recruiting COs
  3. RDAC members
  4. Test administrators
- 5-23. Which of the following goals should we strive for in ASVAB testing?
1. Test seniors only
  2. Test juniors and seniors
  3. Mandatory testing of grades 9 through 12
  4. Test as many students as possible in grades 10 through 12

- 5-24. Once recruiters obtain preferred and alternate dates for high school ASVABs, the dates are coordinated with which of the following officials?
1. Chief, Testing Management Section
  2. Chief, MEPS Test Control
  3. MEPCOM
  4. NRD EDSPEC
- 5-25. To ensure test security, which of the following requirements must be met for the ASVAB?
1. 1 proctor for every 25 students
  2. 1 proctor for every 40 students
  3. 2 full time proctors
  4. 4 full time proctors
- 5-26. No recruiting activities are allowed during the administration of the ASVAB.
1. True
  2. False
- 5-27. The counselor summary of the ASVAB compares scores to which of the following groups?
1. All students of the same grade
  2. Students of the opposite sex in the same grade
  3. Both 1 and 2 above
  4. All students who took the ASVAB that year
- 5-28. School officials may give special instructions concerning ASVAB results to cover which of the following restrictions?
1. No recruiter contact from the ASVAB listing
  2. No recruiter contact until the end of school
  3. No telephone solicitations
  4. All of the above
- 5-29. Immediate retests may be authorized for applicants tested under adverse conditions by which of the following officials?
1. NRD CO
  2. MEPS liaison petty officer
  3. MEPS testing chief
  4. MEPS commander
- 5-30. After one retest, applicants must wait what minimum period of time before testing again?
1. 1 calendar month
  2. 6 calendar months
  3. 3 calendar months
  4. 4 calendar months
- 5-31. ASVAB scores for ASVABs taken after 3 January 1989 are computed using which of the following equations?
1.  $2(VE) + MK + AR$
  2.  $2(VE) + WK + AR$
  3.  $WK + PC + AR + MK$
  4.  $WK + PC + MK + 1/2NO$
- 5-32. What are the two types of supplemental testing the Navy uses for program qualification?
1. NFQT and AEF
  2. NFQT and DLAB
  3. DLAB and PIP
  4. DLAB and EST
- 5-33. The NFQT is an 80 question examination that applicants have what maximum time to complete?
1. 1 hour
  2. 2 hours
  3. 30 minutes
  4. 45 minutes
- 5-34. Retests on the NFQT are authorized under which, if any, of the following situations?
1. The applicant was within 5 points of passing
  2. The applicant completes further education
  3. The applicant was not feeling well
  4. None of the above
- 5-35. The DLAB is given to all candidates for which of the following programs?
1. NF
  2. IS
  3. CTI
  4. CTO
- 5-36. Recruiters complete a preliminary physical screening of all applicants by which of the following methods?
1. Completing a DD Form 2246
  2. Completing the SF 88 and 93
  3. Conducting a visual screening of the applicant
  4. Requesting all previous medical records

- 5-37. Classifiers use which of the following systems to obtain the desired program and shipping window for qualified applicants?
1. PAMI CONUS
  2. PRIDE
  3. PERSON
  4. CLASSIFY
- 5-38. Recruiters should brief all applicants on which of the following subjects?
1. Conditions of Navy life
  2. The Navy's drug policy
  3. The Navy's health care benefits
  4. All of the above
- 5-39. All rejected applicants should be urged to visit which of the following locations?
1. Their Congressman's office
  2. Their local state employment office
  3. The recruiting station
  4. The NRD
- 5-40. When an applicant is rejected for enlistment because of medically disqualifying conditions, which of the following personnel is responsible for notifying the individual?
1. The NRD CO
  2. The MEPS commander
  3. The MEPS physician
  4. The recruiter
- 5-41. The responsibility for promoting positive public relations rests with which of the following personnel?
1. Recruiters
  2. Recruiting managers
  3. Recruiting support personnel
  4. All of the above
- 5-42. Navy public affairs is a three-part discipline consisting of which of the following elements?
1. Public information, private information, and community relations
  2. Public information, community relations, and internal relations
  3. Internal relations, external relations, and information access
  4. Internal relations, external communications, and community involvement
- 5-43. All successful public affairs programs must possess which of the following qualities?
1. Assertive and regulated
  2. Assertive and restrictive
  3. Aggressive and ethical
  4. Aggressive and impromptu
- 5-44. Of the following duties, which is NOT assigned to the PAO?
1. Sending out news releases for DEP personnel
  2. Sending out news releases for newly assigned recruiters
  3. Promoting public service advertising
  4. Coordinating high school yearbook advertisements
- 5-45. All paid advertising must be done through the NRD LTC. Recruiters can make contributions to advertising efforts by which of the following means?
1. Paying for small local ads themselves
  2. Encouraging media to run PSAs
  3. Contracting the advertising and having bills sent to the NRD
  4. Using OPE funds for local ads
- 5-46. Select the four types of advertising programs.
1. National, local, rural, and metro
  2. National, local, PSA, and collateral materials
  3. Television, radio, newspaper, and billboards
  4. Television, radio, print, and RADs
- 5-47. What is the easiest media coverage to obtain?
1. Newspaper
  2. Radio
  3. Television
  4. Outdoor advertising
- 5-48. Before submitting a recruit's letter as a news release, you should complete which of the following actions'?
1. Obtain your ZS's approval
  2. Obtain a verbal agreement from the recruit
  3. Obtain a news release authorization from the recruit
  4. Obtain a news release authorization from the recruit's parents

- 5-49. COMNAVCRUITCOM provides radio spots to stations nationwide at what specific interval?
1. Monthly
  2. Quarterly
  3. Semiannually
  4. Annually
- 5-50. Before appearing on a radio or television talk show, you should obtain which of the following information?
1. The format and anticipated topics
  2. A complete script of what will be said
  3. An outline of the host's viewpoints
  4. All of the above
- 5-51. Booth or space rental for public affairs events should be funded by which of the means?
1. Pay the charge and submit an OPE claim after the event
  2. Pay the charge and submit receipt to supply for reimbursement after the event
  3. Submit an internal request document to supply for approval before participating in the event
  4. Participate in the event and send the invoice to supply
- 5-52. When setting up a display, you should follow which of the following guidelines?
1. Keep it simple
  2. Try to display as many themes or exhibits as possible
  3. Use promotional items to the maximum extent possible
  4. Leave small giveaway items out within easy reach
- 5-53. Under which of the following conditions may admission be charged for a Navy band performance?
1. When a portion of the profits will be donated to Navy Relief
  2. When a portion of the profits go to an educational organization
  3. When all profits go to the United Fund
  4. When all profits go to a single cause
- 5-54. The Navy parachute team is known by which of the following names?
1. Leap Frogs
  2. Flying Fish
  3. Jumpmasters
  4. Navy Seals
- 5-55. Free-flight balloon rides by the Navy Balloon Team are authorized for which of the following individuals?
1. Prospective recruits
  2. News media representatives
  3. Navy recruiters
  4. All of the above
- 5-56. The Blue Angels has which of the following primary missions?
1. Training
  2. National security
  3. Enhancing recruiting efforts
  4. Entertaining
- 5-57. Civilian sponsors may support a Blue Angels performance by which, if any, of the following means?
1. Presenting a check to COMNAVCRUITCOM a minimum of 30 days before the performance
  2. Presenting a check to COMNAVCRUITCOM within 30 days after the performance
  3. Presenting a check to the NRD on the day of the performance
- 5-58. What is the most important after-action requirement for any performance team demonstration?
1. News releases
  2. Funding disbursement
  3. Follow-up
  4. Report submission
- 5-59. EOY participants must pay which of the following expenses?
1. Their transportation and lodging
  2. Their transportation and meals
  3. Their lodging and meals
  4. Their meals only

- 5-60. Recruiters should take the initiative to set up their own public affairs events to generate Navy awareness.
1. True
  2. False
- 5-61. Sea Power presentations are primarily conducted in which of the following formats?
1. Formal lecture
  2. Slide presentation
  3. Movie presentation
  4. Panel discussions
- 5-62. The Navy Adventure exhibit consists of which of the following elements?
1. A van with computerized graphics
  2. Photographic and chrome frame panels
  3. Navy rank structure and unit patches
  4. A rotating display of Navy medals and awards
- 5-63. Portable exhibits should be set up in which of the following locations?
1. Indoors only
  2. Outdoors only
  3. Ground floors only unless the building has a cargo elevator
  4. Only in buildings which provide 24-hour security guards
- 5-64. Exhibit promotion releases should be made at which of the following times?
1. Before the exhibit
  2. During the dates of the exhibit
  3. After the exhibit
  4. All of the above
- 5-65. Collateral material targeted to individuals responding to the Navy's toll-free number has which of the following classifications?
1. Lead generation
  2. Fulfillment
  3. Sales closing
  4. Transition
- 5-66. Awareness collateral material targets which of the following audiences?
1. High school seniors
  2. Work force
  3. High school counselors
  4. DEP personnel
- 5-67. The How You Can Join the Navy pamphlet is an example of which type of collateral material?
1. Transition
  2. Awareness
  3. Sales closing
  4. Lead generation
- 5-68. A RAD number of 211-3814 indicates the item was produced in what fiscal year?
1. 1991
  2. 1992
  3. 1993
  4. 1994
- 5-69. A per recruiter number of 10EA/3X/12M0 on a RAD item indicates which of the following distribution schedules?
1. Every 10 recruiters will receive 3 items once each year
  2. Each recruiter will receive 10 items 3 times a year
  3. Each recruiter will receive 10 items each year
  4. 10 items will be received for every 3 recruiters annually
- 5-70. Money for promotional items is based on which of the following factors?
1. Market share
  2. Number of recruiters
  3. Goal attainment
  4. Area preference
- 5-71. Why is it important to know your audience when preparing for a speech?
1. You want to prepare your speech to their level
  2. You want to prepare your speech above their level so they will be impressed
  3. You want to tell them only things that they already know about
  4. You want to tell them only things they want to hear
- 5-72. What are the three parts to a short speech?
1. Introduction, narrative, and ending
  2. Introduction, presentation, and close
  3. Attention, readiness, and motivation
  4. Attention, readiness, and conclusion

5-73. Which of the following elements should be included in your speech's conclusion?

1. Summary
2. Remotivation
3. Call for questions
4. All of the above

5-74. Training aids should \_\_\_\_\_ your presentation.

1. dominate
2. augment
3. overshadow
4. guide

5-75. Always plan your entire speech in advance. Try to memorize your introduction and close, but not the body of your key point outline.

1. True
2. False

## ASSIGNMENT 6

Textbook Assignment: Chapter 8, pages 8-1 through 8-15.

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- |   |   |
|---|---|
| <p>6-1. Using numerical goals only to judge performance may cause which of the following results?</p> <ol style="list-style-type: none"> <li>1. Long-term thinking</li> <li>2. More focus</li> <li>3. Blindness to customer concerns</li> <li>4. More accurate accounting</li> </ol>  | <p>6-7. Which of the following activities should be entered on the station planner?</p> <ol style="list-style-type: none"> <li>1. Training</li> <li>2. MEPS trips</li> <li>3. Itineraries</li> <li>4. All of the above</li> </ol>   |
| <p>6-2. Quality leadership emphasizes results by working on which of the following areas of concern?</p> <ol style="list-style-type: none"> <li>1. Methods</li> <li>2. Statistics</li> <li>3. Recruiter's efforts</li> <li>4. Administration</li> </ol>   | <p>6-8. Initial input for planning prospecting on the station planner should come from which of the following individuals?</p> <ol style="list-style-type: none"> <li>1. Recruiter</li> <li>2. RINC</li> <li>3. ZS</li> <li>4. CR</li> </ol>  |
| <p>6-3. The Enlisted Recruiting Personnel Management System (ERPMS) is designed to fulfill which of the following objectives?</p> <ol style="list-style-type: none"> <li>1. Provide a paperwork trail for accountability</li> <li>2. Allow the RINC to manage and control available assets to achieve goal</li> <li>3. Allow the RINC to compare recruiters' performances</li> <li>4. Identify market trends</li> </ol> | <p>6-9. Prospecting plans should be based on which of the following criteria?</p> <ol style="list-style-type: none"> <li>1. What the recruiters feel they can accomplish</li> <li>2. What the recruiters have previously accomplished</li> <li>3. What the RINC feels the recruiters can accomplish</li> <li>4. District averages for past performance</li> </ol> |
| <p>6-4. Input for the ERPMS is provided by which of the following functions?</p> <ol style="list-style-type: none"> <li>1. RINC observations</li> <li>2. Daily production reviews</li> <li>3. ZS analysis</li> <li>4. STEAM</li> </ol>  | <p>6-10. Station planners should be maintained for what minimum period of time?</p> <ol style="list-style-type: none"> <li>1. 1 year</li> <li>2. 2 years</li> <li>3. 6 months</li> <li>4. 9 months</li> </ol>   |
| <p>6-5. The station planner is prepared at which of the following times?</p> <ol style="list-style-type: none"> <li>1. Last working day of the week for the following week</li> <li>2. First working day of each week</li> <li>3. First working day of the month</li> </ol>   | <p>6-11. ZSs should review and initial the station planner at which of the following times?</p> <ol style="list-style-type: none"> <li>1. Weekly</li> <li>2. Monthly</li> <li>3. During the first station visit each month</li> <li>4. During each station visit</li> </ol>   |
| <p>6-6. Planner preparation should be standardized throughout the nation?</p> <ol style="list-style-type: none"> <li>1. True</li> <li>2. False</li> </ol>   |   |

- 6-12. The RINC should ensure that no-show appointments are recontacted for a new appointment and the time period is used for which of the following activities?
1. Phone prospecting only
  2. The same mode of prospecting used to set the original appointment only
  3. Any prospecting activity
  4. Administrative duties
- 6-13. The RINC's applicant log should contain the names of which of the following individuals?
1. Those interviewed and tested only
  2. Those interviewed and determined fully eligible only
  3. Those interviewed as the result of prospecting activity only
  4. Both prospected and non-prospected interviews
- 6-14. The ZS applicant log should contain the names of which of the following individuals?
1. Both prospected and non-prospected interviews
  2. Applicants from the station logs who are eligible and consenting to processing only
  3. All eligible applicants from the station log
  4. All of the above
- 6-15. RINC's should NOT provide input to the ZS applicant logs by which of the following means?
1. Telephone
  2. In person
  3. Telecopier
- 6-16. Applicant logs can be used to evaluate which of the following systems?
1. School canvassing
  2. Itineraries
  3. DEP leadership
  4. All of the above
- 6-17. During applicant log review, you note that applicant quality is not sufficient to meet station goal. You should schedule training in which of the following areas?
1. Prospecting
  2. Itinerary development
  3. Loading working ticklers
  4. Interview techniques
- 6-18. If an applicant log shows that every interview results in a contract, which of the following conditions may exist?
1. Contracts may not be the result of prospecting
  2. All interviews are not documented
  3. Both 1 and 2 above
  4. The station personnel have perfect selling skills
- 6-19. If too much time is lost between the initial interview and processing, applicants may be lost. Which of the following statements represents a good processing rule to follow?
1. Applicants should be under contract within 48 hours of the initial interview
  2. Applicants should be under contract within 72 hours of the initial interview
  3. Applicants should be under contract within 1 week of the initial interview
  4. Applicants should be under contract within 2 weeks of the initial interview
- 6-20. Which of the following documents provides a baseline of information for the RINC and ZS to establish a prospecting plan?
1. The applicant log
  2. The PATE sheet
  3. The station planner
- 6-21. PATE sheets use activity from what specific period of time to develop averages required per contract?
1. 1 month
  2. 2 months
  3. 3 months
  4. 4 months
- 6-22. Completed PATE sheets are maintained in which of the following locations?
1. The back of the current month's applicant log
  2. The back of the first week's station planner
  3. The station SSIC file
  4. The RINC's working tickler
- 6-23. The RINC and ZS use the PATE sheet for which of the following activities?
1. Planning
  2. Evaluation
  3. Analysis
  4. All of the above

- 6-24. The PATE sheet should be used to accomplish which of the following functions?
1. Identify the cause of problems
  2. Identify possible problem areas
  3. Identify the weakest recruiter
- 6-25. Monthly Planners, NAVCRUIT Form 5220/1, are maintained by which of the following personnel?
1. CR only
  2. CR and ZS only
  3. CR, ZS, and NF/RZ recruiter
- 6-26. Which of the following considerations should you make first when preparing your ZS monthly planner?
1. Your personal schedule
  2. Your zone's needs
  3. Scheduled meetings
  4. Leave and liberty
- 6-27. Daily production reviews should be conducted at the end of each day or before the start of the next work day.
1. True
  2. False
- 6-28. The DPR should be conducted in which of the following formats?
1. One-on-one only
  2. No more than two recruiters at a time
  3. Simultaneously for all recruiters
  4. Any of the above
- 6-29. Prospect cards for no-show appointments that decline to reschedule should be checked for which of the following documentation?
1. The want and need
  2. Complete blueprinting
  3. The objection
  4. The DBM
- 6-30. Prospect cards where the recruiter contacted someone other than the prospect should contain which of the following documentation?
1. Best time to contact the prospect
  2. Blueprinting attempts
  3. Referrals requested
  4. All of the above
- 6-31. If an itinerary was conducted, the DPR should include which of the following information?
1. A review of each stop
  2. An overview of the itinerary
  3. A review of productive stops only
  4. A review of schools visited only
- 6-32. As you summarize the DPR, which of the following techniques should you use?
1. Provide general direction for future activities
  2. Provide precise direction for future activities
  3. Reinforce what has not been accomplished
  4. Reinforce each negative aspect of the DPR
- 6-33. Every DPR should end on a positive note to help the recruiter maintain a positive self-image.
1. True
  2. False
- 6-34. Which of the following statements represents the philosophy you should follow for ZS production reviews with RINCS?
1. Standardize your DPR for all stations
  2. Be as detailed as possible with all stations
  3. Assume RINCS have taken care of all processing problems
  4. Tailor each DPR to the experience and skill level of the RINC
- 6-35. Which of the following questions should the ZS ask RINCS last in station DPRs?
1. How many contracts are you going to write for the month?
  2. Can you overship for the zone?
  3. What do you need and how can I help you?
  4. What are you going to do different tomorrow?
- 6-36. The PRIDE system is used for which of the following purposes?
1. Classification
  2. Accounting and analysis
  3. Communications
  4. All of the above

6-37. Which of the following programs provide classifiers with enlistment program availability for USN programs?

1. CRGOAL
2. CAGOAL
3. CLASP
4. OCEAN

6-38. Which of the following programs is used to make actual reservations for seats once an applicant agrees to a program?

1. CAGOAL
2. CLASP
3. OCEAN
4. ONBRD

6-39. Accession file report programs are updated based on which of the following inputs?

1. Reservations and cancellations made with CLASP
2. Goals input through special function programs
3. Both 1 and 2 above
4. CHNAVPERS input

6-40. The SOLD report run at the end of the day will show which of the following information?

1. All new contracts for the day only
2. All new contracts and reclassifications for the day only
3. All new contracts, reclassifications, and attrites for the day
4. Previous days contracts, reclassifications, and attrites

6-41. Which of the following programs is considered to be the number one management tool in recruiting?

1. CLASP
2. NETCON
3. NEWZ
4. QUEST

● In answering questions 42 through 46, refer to the sample NETCON (fig 8-4) on page 8-13 of the text.

6-42. How many contracts did this district write yesterday?

1. One
2. Six
3. Eight
4. Nine

6-43. What is the shipping goal for the month of January?

1. 48
2. 113
3. 161
4. 165

6-44. How many more male upper mental group contracts need to be written to attain this month's goal?

1. 20
2. 22
3. 32
4. 58

6-45. What percent of the March shipping goal has been placed in DEP so far?

1. 61.7
2. 65.0
3. 73.0
4. 79.5

6-46. Before start of business this month, how many shippers had been contracted for the month of December?

1. 125
2. 130
3. 135
4. 160

1 In answering questions 47 through 50, select the PRIDE program described in the question.

6-47. The program that shows DEP quality for in-month and out 12 months and all in-month new contracts by quality.

1. ACCQAL
2. DEPQAL
3. DEPFY
4. REPORT

6-48. The program used to evaluate in-month accession quality, showing the numbers shipped and left to ship for the month.

1. ACCQAL
2. DEPQAL
3. DEPFY
4. REPORT

6-49. The program used to show quality for the current or next fiscal year.

1. ACCQAL
2. DE PQAL
3. DE PQFY
4. REPORT

6-50. The program that shows applicants scheduled to ship by cycle.

1. ACCQAL
2. DE PQAL
3. DE PQFY
4. REPORT

6-51. The NEWZ program provides which of the following information?

1. CNRC policy changes
2. Waiver status
3. Urgent information from Areas
4. All of the above

6-52. Recruiters must be entered in which of the following program files before they write a contract?

1. REPORT
2. PERSON
3. ONBRD
4. CONTRACT

6-53. Of the following programs, which lists attrites by name?

1. ATRRPT
2. ATRSEE
3. ATTRITE
4. QUEST

6-54. Applicants who have multiple reservations and those who have been in DEP over 1 year will be shown on which of the following programs?

1. ATRRPT
2. ATRSEE
3. QUEST
4. RESCYC

## ASSIGNMENT 7

Textbook Assignment: Chapter 8, pages 8-16 through 8-23 and chapter 9, pages 9-1 through 9-8.

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|---|---|
| <p>7-1. Which of the following factors is most important in analyzing waivers?</p> <ol style="list-style-type: none"><li>1. Mental group</li><li>2. Approval rate</li><li>3. Education level</li><li>4. Type of waiver</li></ol>  | <p>7-6. DEP leadership should meet which of the following objectives?</p> <ol style="list-style-type: none"><li>1. Train and motivate DEP personnel</li><li>2. Generate referral activity</li><li>3. Both 1 and 2 above</li><li>4. Provide additional office manpower</li></ol>   |
| <p>7-2. Once you have tallied factors in your waiver analysis, which of the following steps should you take next?</p> <ol style="list-style-type: none"><li>1. Look for significant trends</li><li>2. Look for the most common factor</li><li>3. Train to all factors</li><li>4. Train to most common factor</li></ol>  | <p>7-7. DEP leadership is a responsibility at which of the following levels in the chain of command?</p> <ol style="list-style-type: none"><li>1. Recruiter of record only</li><li>2. RINC only</li><li>3. Recruiter, RINC, and ZS only</li><li>4. Every level</li></ol>  |
| <p>7-3. Stations with consistently high percentages of waivers may need training in which of the following areas?</p> <ol style="list-style-type: none"><li>1. Increase referral prospecting</li><li>2. Increase will-grad recruiting</li><li>3. Prospect in the quality market</li><li>4. Prospect upper mental groups only</li></ol>  | <p>7-8. The RINC and recruiter should meet with new DEP members within what maximum time after processing?</p> <ol style="list-style-type: none"><li>1. 12 hours</li><li>2. 24 hours</li><li>3. 48 hours</li><li>4. 72 hours</li></ol>  |
| <p>7-4. When one of your stations has a significantly low percentage of waivers, you should check for which of the following problems?</p> <ol style="list-style-type: none"><li>1. Ineffective blueprinting</li><li>2. Undue restricting of enlistments</li><li>3. Both 1 and 2 above</li><li>4. Prospecting in the wrong market</li></ol>   | <p>7-9. When evaluating a DEP meeting, you must consider which of the following questions as the most important question that needs to be answered?</p> <ol style="list-style-type: none"><li>1. Did they get enough referrals?</li><li>2. Were the DEP personnel attentive?</li><li>3. If I were one of these DEP members, would I continue to attend DEP meetings?</li><li>4. If I were one of these DEP members, would I feel obligated to give referrals?</li></ol> |
| <p>7-5. Your goal in attrition analysis should be to meet which of the following objectives?</p> <ol style="list-style-type: none"><li>1. Identify DEP personnel with high attrition potential so that preventive action can be taken</li><li>2. Identify DEP personnel with high attrition potential so additional time is not wasted on them</li><li>3. Identify applicants with high attrition potential so they can be avoided</li><li>4. Identify prospects with high attrition potential so they are not prospected</li></ol> | <p>7-10. ZSS must conduct an executive telephone screening with what specific percentage of each station's DEP members each month?</p> <ol style="list-style-type: none"><li>1. 10 percent</li><li>2. 15 percent</li><li>3. 20 percent</li><li>4. 25 percent</li></ol>  |

- 7-11. When interviewing potential attrites, which of the following techniques should you use to determine the nature of the problem?
1. Ask rhetorical questions
  2. Ask open-ended questions
  3. Be assertive and brusque
  4. Be kind and gentle
- 7-12. DEP family nights are most effective when held at which of the following levels?
1. Recruiter
  2. Station
  3. Zone
  4. District
- 7-13. Approval for COI events should be obtained in advance from which of the following authorities?
1. NRD EPO
  2. NRD CO
  3. CNRA
  4. CNRC
- 7-14. Regular DEP events should not exceed what dollar amount per person?
1. \$4.50
  2. \$5.50
  3. \$7.00
  4. \$8.00
- 7-15. Mini-DEP events should be claimed for reimbursement in which of the following ways?
1. File an OPE claim
  2. Submit the bill to the NRD LSO
  3. Submit a voucher for disbursement to the NRD
  4. Send a memorandum requesting reimbursement to the EPO
- 7-16. Which of the following goals should be met with effective time management?
1. Gain control of the timing and content of what you do
  2. Gain control of every task and assignment
  3. Have more leisure time
  4. Have more time to plan and coordinate
- 7-17. As a supervisor, when you take on the problem of your subordinates, which of the following conditions exist?
1. You are now completely in charge
  2. You are now working for your subordinates
  3. You can ensure the problem is solved correctly
  4. You have misused the chain of command
- 7-18. Delegating duties to subordinates should cause which of the following results?
1. Less responsibility for the manager
  2. More accountability for the manager
  3. More effective time management and training
- 7-19. You should prioritize each item on your "to do" list by importance and urgency.
1. True
  2. False
- 7-20. How can the feedback loop in communication increase time management effectiveness?
1. Conversations will be shorter
  2. You can hold the person accountable
  3. You ensure understanding of the task assigned
  4. The individual understands the assignment must be done quickly
- 7-21. Which of the following activities will contribute to more effective time management?
1. Simplify your work
  2. Set clear cut goals
  3. Keep organized files
  4. All of the above
- 7-22. The frequency of station visits should be based on which of the following factors?
1. Size of station
  2. Number of recruiters
  3. Size of goal
  4. Your observations
- 7-23. You should visit struggling stations as many times per week as possible.
1. True
  2. False

- 7-24. Of the following items, which should you review before planning a station visit agenda?
1. LEADS and NALTS reports
  2. POA&Ms
  3. RQS status
  4. All of the above
- 7-25. Station visit sheets should be used in which of the following ways?
1. Check all items listed at each visit
  2. Check all production related items at each visit only
  3. Check each item once during each month only
  4. Use the list as a guide and check each item as applicable
- 7-26. As you enter a recruiting station, you should look around, putting yourself in the shoes of which of the following individuals?
1. Recruiter
  2. RINC
  3. Inspector
  4. Prospect
- 7-27. If the RINC asks for unplanned assistance during a scheduled station visit, you should follow which of the following courses of action?
1. Skip your planned agenda and provide the requested assistance
  2. Tell the RINC not to sidetrack you and follow planned agenda only
  3. Follow your planned agenda first then, if time allows, provide the requested assistance
  4. Provide the requested assistance first, then go on with your planned agenda
- 7-28. During a station visit, you should look for which of the following situations?
1. Systems being used incorrectly only
  2. Obvious enlistment irregularities only
  3. Things that are being done right
  4. All of the above
- 7-29. ZS copies of the Station Visit Sheets should be maintained in which of the following locations?
1. Station folder
  2. Station Notebook
  3. Either 1 or 2 above
- 7-30. Major inspection problems are those that deal with which of the following subjects?
1. Production
  2. Malpractice
  3. Fraternization
  4. Vehicle use
- 7-31. MITT is made up of experienced recruiting managers who provide which of the following services?
1. Problem identification
  2. Training
  3. Both 1 and 2 above
  4. Counseling
- 7-32. Each NRS not inspected by MITT must be inspected within what maximum time period following the MITT inspection?
1. 1 month
  2. 2 months
  3. 3 months
  4. 4 months
- 7-33. Which of the following personnel is NOT authorized to conduct a post-MITT periodic station inspection?
1. CO
  2. EPO
  3. CR
  4. RINC
- 7-34. A production inspection should include which of the following portions of the MITT check-off?
1. Priority one only
  2. Priority one and two only
  3. Priority two and three only
  4. All portions
- 7-35. The EPO may grant what maximum number of waivers for a station requiring a production inspection?
1. One
  2. Two
  3. Three
  4. Four

- 7-36. Corrective plans should be developed to correct inspection discrepancies by which of the following personnel?
1. RINC
  2. ZS
  3. CR
  4. EPO
- 7-37. Which of the following inspections take priority over all other types of inspections?
1. MITT
  2. Production
  3. Periodic
  4. Turnover
- 7-38. The purpose of the inspection program is to identify which of the following factors?
1. Recruiter malpractice
  2. Discrepancies, so they can be corrected
  3. Misuse of government vehicles
  4. Discrepancies, so they can be punished
- 7-39. Original inspection reports are maintained at the NRS for what minimum period of time?
1. 1 year
  2. 2 years
  3. 3 years
  4. 4 years
- 7-40. Corrective action plans to correct inspection discrepancies must meet which of the following criteria?
1. Follow a specific format
  2. Be a formal POA&M
  3. Be written and implemented
  4. Cover all production systems
- 7-41. Inspection Report Discrepancy Tracking Sheets should be initiated by which of the following personnel?
1. EPO
  2. CR
  3. ZS
  4. RINC
- 7-42. As an inspector, you should maintain what kind of demeanor?
1. Stoic and reasonable
  2. Aloof and assured
  3. Pleasant and professional
  4. Friendly and humorous
- 7-43. Zone production and planning meetings can fulfill which of the following purposes?
1. Training
  2. Recognition
  3. Team building
  4. All of the above
- 7-44. Most zone production and planning meetings are conducted at what interval?
1. Weekly
  2. Monthly
  3. Quarterly
  4. Semiannually
- 7-45. The format for your meeting depends on which of the following factors?
1. Time of the meeting
  2. Location of the meeting
  3. Agenda topics
  4. Anticipated attendance
- 7-46. Training at zone meetings should be conducted by which of the following personnel?
1. Recruiters
  2. RINCS
  3. ZS
  4. All of the above
- 7-47. During training meetings, you should give personnel a 10-minute break at which of the following intervals?
1. Every hour
  2. Every 2 hours
  3. Every 3 hours
  4. Every half hour
- 7-48. Well planned meetings should include which of the following elements?
1. A roster
  2. An agenda
  3. A point paper
  4. An impromptu talk
- 7-49. Agendas should be distributed at which of the following times?
1. At the meeting
  2. After the meeting
  3. The day prior to the meeting
  4. Well in advance of the meeting

7-50. Training at zone meetings should not exceed what duration?

1. 1 hour
2. 2 hours
3. 3 hours
4. 4 hours

7-51. As a ZS, you should try to assume which of the following roles during your zone meeting?

1. Commentator
2. Documenter
3. Facilitator
4. Negotiator



COURSE COMPLETION/DISENROLLMENT FORM  
(Refer to instructions in front of course)

PLEASE PRINT CLEARLY

NAVY COUNSELOR (RECRUITER) 1 & C	82620
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NONRESIDENT TRAINING COURSE (NRTC)

NAVEDTRA NUMBER

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NAME, RANK, RATE, CIVILIAN

SSN

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YOU SHOULD RETAIN THE TRAINING MANUAL AND THE ASSIGNMENT BOOKLET IF THEY ARE NOT CLASSIFIED. If CLASSIFIED, submit the material to your command for proper disposition of CLASSIFIED material. A letter of satisfactory completion will be issued to you after your last assignment is received and processed. This form should be included when you send in the last assignment. If the training manual and NRTC courses are designated with distribution statements B, C, D, E, F, or X, and you decide to dispose of the material, you must destroy the material to prevent disclosure of contents or reconstruction of the document.

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PRIVACY ACT STATEMENT

Under authority of Title 5, USC 301, information regarding your military status is requested to assist in processing your comments and prepare a reply. This information will not be divulged, without written authorization, to anyone other than those within DOD for official use in determining performance.

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STUDENT COMMENT SHEET

THIS FORM MAY BE USED TO SUGGEST IMPROVEMENTS, REPORT COURSE ERRORS, OR TO REQUEST HELP IF YOU HAVE DIFFICULTY COMPLETING THE COURSE.

FROM: \_\_\_\_\_ Date \_\_\_\_\_  
NAME (Last, first, M.I.) \_\_\_\_\_ SSN \_\_\_\_\_  
RANK, RATE, CIVILIAN \_\_\_\_\_  
\_\_\_\_\_  
STREET ADDRESS, APT # \_\_\_\_\_  
\_\_\_\_\_  
CITY, STATE \_\_\_\_\_ ZIP CODE \_\_\_\_\_

To: COMMANDING OFFICER  
NETPMSA CODE 0313  
6490 SAUFLEY FIELD RD  
PENSACOLA FL 32509-5237

Subj: NAVY COUNSELOR (RECRUITER) 1 & C, NAVEDTRA 82620

1. The following comments are hereby submitted:

PRIVACY ACT STATEMENT

Under authority of Title 5, USC 301, information regarding your military status is requested to assist in processing your comments and prepare a reply. This information will not be divulged, without written authorization, to anyone other than those within DOD for official use in determining performance.

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NAME \_\_\_\_\_ ADDRESS \_\_\_\_\_  
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RANK/RATE \_\_\_\_\_ SOC. SEC. NO. \_\_\_\_\_ City or FPO State Zip  
DESIGNATOR \_\_\_\_\_ ASSIGNMENT NO. \_\_\_\_\_

☐ USN ☐ USNR ☐ ACTIVE ☐ INACTIVE OTHER (Specify) \_\_\_\_\_ DATE MAILED \_\_\_\_\_

SCORE

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